

Patient Participation Group Minutes Meeting 22nd November 2023

- 1. Welcome: The Chairman welcomed everyone to the Meeting.
- 2. Present: Derek Hunter (DH), Julia Bateson (JB), Jane Chase (JC), Kathy Foley (KF), Jasmine Fulcher (JF),), lan Gutteridge (IG), Stella Gutteridge (SG), Ann Lemmon (AL), Roger Smith (RS), Joel Thompson (BT), Sheena Johnson-Banks (SJB) SJMP: Kathy Foley (KF), Dr M Asif (MA)
- 3. Apologies: Richard English (RE), Pat Fraulo (PF), Jill Fysh (JFy), Karen Goult (KG), (PH) Pat Simpson (PS), Theresa Banks (TB), Wendy Border (WB), Will Border (WBo), Sylvia Cliffe (SC), Penny Hipkin (PH), Rachel Seakins (RS), Margaret Worledge (MW)

4.. Minutes of September AGM:

These will be formally reviewed at the next AGM.

5. Matters Arising:

IG reported that he had communicated with the ICB regarding the Prescription Ordering Direct service. There is currently a consultation regarding its future but for now the service continues. JC and JF reported that they are still using the service and it is working well.

6. Treasurer's Report:

SDG reported the balances as:

Reserve ac £73.58

Current ac £843.50

Total £917.08

KL asked whether the group would be able to purchase a Cardio Check machine that is used in NHS health check and other consultations. The practice has one, but another would help patients as two people could be checked at once rather than one having to return if the current machine is in use. The cost is £510. There are also ongoing costs with consumables that the practice would meet.

There was a short discussion during which members felt that the purchase of this item would be a good use of PPG funds particularly as it will be moved and used at the new surgery.

xx proposed that the group should purchase the machine and this was seconded by xx. The proposal was carried unanimously.

It was noted that the group is not able to raise funds currently as the book sales have had to stop following an infection control audit. Members asked whether the sales could be reinstated at the new surgery. KL will look into this and advise members in due course.

SDG wondered whether a fixed donation box could be installed allowing patients to donate should they wish to. KL will look into this also.

7. Practice and New Build Update:

Practice update- new GPs- Dr Adrian Munn- male, Dr Shakeel Gulfraz - male have started, Dr Agra Rajapakse- female starting in Jan 24. The practice is interviewing a further female GP this week. The practice will then be fully staffed in all departments.

Today staff visited the new practice, Ian & Stella also attended. PPG to volunteer signposting patients for the first couple of weeks. The practice hopes to be informed of the completion date this week.

A Menopause clinic and contraception fittings clinics have now been introduced. There is also now a dedicated respiratory nurse.

IG reported that he had looked into transport arrangements to and from the new surgery. The Lynx service operates two routes (35 and 36) that pass the new surgery and they will stop at the new bus stops that the highways authority are looking to install. These buses will run half hourly between them but timings will be ad -hoc. Members will need to consult the relevant timetables.

The community transport service runs the new 3H service that connects the South Lynn health hub and the new surgery. This runs in an effective figure of eight taking in both locations and calling at the bus station (transport interchange). It runs about hourly but again timings will not offer regular gaps with the Lynx services. In addition, the community transport service runs a car service that tends to cater for journeys outside the town centre and also the minibus service that offers a door to door service for £5.20 each way.

The community transport service are looking into the possibility of providing a lower cost service for medical appointments and will provide further information if it becomes available.

RS asked whether a room at the new practice might be available for community groups such as his Brether Easy Group. KL said that this is a possibility. IG to forward KL Rogers email address so they can correspond.

8. Queen Elizabeth Hospital Update : Sheena Johnson-Banks QE Governor

SJ-B provided an update on the hospital. She explained that she had joined the hospital in 2021 having had strong ties to the area over many years.

Paul Brooks MBE is Director of Estates and Facilities. He joined the hospital from a senior position in Derby and heads up the estates team that is responsible for the current building and is working hard on the new hospital project.

The new diagnostic centre is being constructed to the left of the main vehicle entrance from Gayton Road.

There are now over 4500 props that are holding up the building as a result of the RAAC problems. The roof, and now walls are under constant assessment to ensure that props are installed wherever they are needed to ensure the safety of staff and patients.

The hospital continues to use a large number of agency staff while it develops its own recruitment processes. Recruitment remains a challenge.

The hospital has around 400 + beds and currently 140 patients are fit for discharge but it hasn't yet been possible to progress for a number of reasons.

9. A.O.B:

IG mentioned that the hospital patient Buggy service is now up and running. It is operating from 9:00 AM until 12 noon Monday to Friday. The buggy is being driven by volunteers who are working the three-hour shifts.

The route is circular and has pick up / drop off points in the main car park and pick up / drop off points at the Emerson unit and the hospital main entrance. The driver will also drop off and pick up at the West wing entrance upon request.

The buggy operates on a continuous loop and is free to use by any patient or visitor who needs transport.

It is intended that the service will be expanded to run from 12 noon until 3:00 PM Monday to Friday once sufficient. volunteers have been recruited and trained.

IG noted that the latest minutes on the website are dated January 2023. KL will make the necessary arrangements to have the later minutes uploaded.

9. Date of next meeting:

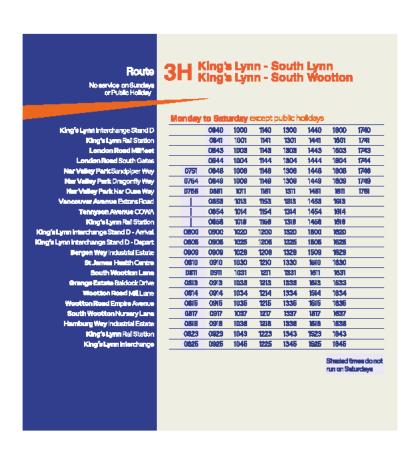
17th January 2024 St James Medical Practice

(Addendum) Example timetables for the 35, 36 towards Hunstanton and NO 3H are included as appendices to these minutes but they are quite difficult to interpret. I would suggest that for further information the companie's websites be looked at or printed timetables can be obtained from them.

www.lynxbus.co.uk

www.wnct.co.uk

Appendix A – Current 3H timetable



Appendix B – Lynx Timetable – Towards Hunstanton Mon - Sat

