

COLTISHALL & SPIXWORTH SURGERY PPFG MEETING MINUTES 23rd MARCH 2023

Present: Steve Kempson (chair), Christina Armitage (Practice Manager), Karen Sims (Reception Manager), Ann Pulford, Doreen Snelling and Keith Owen.

Apologies: David Revill & Margaret Blyth

Matters Arising: Sharon Davies has unfortunately had to stand down from her Secretarial role in the Group, however, she will be welcomed back if she is in a position to do so. This now leaves an open position for a minute taker. Doreen has agreed to take them at future meetings but was unable to do so today, so I'd like to thank Christina for standing in.

Unable to put yellow lines on St Johns Close due to the houses. The new houses being built on Rectory Road have currently been put on hold while they have soil testing carried out. They are now going to be building 50 houses.

Sanders Coaches are no longer coming down Rectory Road. They first put this down to the trees, then they said it was the parking, but it seems that customers from North Walsham have started using the train as they say going through Coltishall makes to journey into Norwich so much longer, and they want the customers to come back to using the bus.

Keith said that someone had mentioned to him that we were merging with Aylsham Surgery. Christina assured the Group that this was not correct and that this could have come about due to us working with NNPC (North Norfolk Primary Care) where Surgeries are in groups – we are NN3 and we work with Aylsham, Drayton and Reepham. We have certain staff that work between all four surgeries, and there are evening and weekend slots where you could be offered an appointment at any one of these Surgeries depending on who's turn it was to host.

Two people have shown an interest in joining the PPFG Christina will send the minutes from this meeting to them.

Surgery News: We now have 2 new doctors: Dr Ayo Osonuga (male) & Dr Temi Dipeolu (female). Dr Osonuga works Mon/Tue/Wed and Dr Dipeolu works Wed/Thur/Fri. Nurse Karen is now our lead nurse for diabetes, and she has also just passed her travel immunisation course, so she can vaccinate for travel along with Clare Germany. We have had further changes with receptionists. We have 2 new ladies Lucy and Mia. Christina also spoke to the Group about the way the receptionists have been treated by some patients, particularly in the way that they have been spoken to. We do understand that people can get frustrated, particularly if they are feeling ill and cannot get an appointment, but the receptionists can only work with what they have available, and they should be treated with respect at all times.

The new fridge will be coming this Friday. This is a significant cost and will be paid for by the Friends of the Surgeries.

Friends Update:

The balance of the account certainly took a hit from covid in that there was continued expenditure, with very little income for roughly two years, and this is taking time to pick up. The balance of the account of today is £2791.36, but the payment for the fridge will soon be taken out of this. This will be around £2000.00+ .

Books and puzzles sales have raised £128 in the first quarter. The detailed financial account to year end of 31.12.2022 can be found on the website. The accounts have been read and approved within the Group. Steve will put these details in the local new magazines.

Suggestions for future speakers:

Christina and Karen suggested the social prescriber or First Contact Physio for future speakers. We did discuss a mental health worker, but Christina explained that they did have a member of staff from MIND, but she was leaving in April and not sure who will replace her. Also, we had tried to recruit a mental health nurse for several months but with no success. The practice felt that this was due to a lack of mental health nurses and most of them tend to stay at NSFT (Norfolk & Suffolk Foundation Trust).

It was agreed that they would like to try and have FCP at the next meeting – Christina will arrange.

Any other business:

Pharmacy in Coltishall – there appears to have been some issues, and Christina will speak to Dawn in the Coltishall Surgery Dispensary to see if we can report this.

School parking – still an ongoing issue.

Nichola our patient care co-ordinator has asked how the Group feel about producing a targeted patient survey, using some of the questions that NNPC used. Steve will meet with Nichola to look at in more detail.

Dates for next meeting: Thursday 22nd June 2023 & Thursday 28th September 2023