

## COLTISHALL & SPIXWORTH SURGERIES PPFG

### MINUTES OF THE MEETING HELD 18th JANUARY 2024

1. Welcome & Apologies – Steve welcomed members Christina, Ann, Jackie, Margaret & Keith. Elaine & Gemma from MIND, Norfolk & Waveney Branch, attended to explain their work to us.
  
2. MIND, a local mental health charity, whose message is “no one has to face poor mental health alone”.  
A lot of their work focuses on prevention of mental health decline, through workshops, community hubs & services providing a variety of social activities, such as arts & crafts, theatre trips, and walks.  
The walk-in hubs aim to be in large towns & open 7 days a week & include a cafe. Eg Norwich Churchman House open 9am to 12pm. People can self-refer or often referred by GP Surgeries & social prescribing, and also by “word of mouth”. Support is also given over the phone by MINDS’ T.S.L. - total support lines. MIND works with a lot of organisations, helping businesses with their staff, and reducing the stigma around mental health issues.  
MIND also helps people “in crisis”, usually referred by hospitals. They can offer short stay recovery homes (up to 7 days), NHS Talking Therapies & counselling. The aim is to get people to a point where they are feeling safe in the community.  
Enhanced Recovery Services for mild to moderate cases, help people back to the workplace & society, often saving GP s time.  
All services are free to clients. Some are funded by the Integrated Care Boards Hubs & support services funded by the charity – through fundraising & corporate partners.  
We were then given the opportunity to watch a short video showing people who have been helped by MIND.  
Altogether it was a very interesting & informative presentation.  
Elaine & Gemma were thanked by Steve.
  
3. Minutes from last meeting 28.09.2023
  
4. Matters arising.  
There are now 2 physios – Tom at Spixworth Weds & Luke at Coltishall Fridays.
  
5. Surgery News: 2 Receptionists starting soon & a Mental Health Nurse in February. The 2 PA s have started. (Physician Associates)
  
- 6 Friends finance update: Accounts for last year available to all approved &

signed. Full details can see seen on the Surgery website.

After problems with our current Bankers, the Group is looking to set up a new bank account early in the new year.

7. Patient Survey: Care Co-Ordinator Nicola presented the initial analysis on a separate sheet provided to all. 713 responses have been received. 50+ people showed an interest in joining the Friends – and this will be looked into further in the near future, hopefully resulting in the Group having new members.
8. Suggestions for further speakers: one of the Doctors, First Aid Presentation
9. AOB: None
- 10: Dates for next meetings: Thurs 25th April.    Thurs 4th July (TBC)