

COLTISHALL & SPIXWORTH SURGERY PPFG MEETING MINUTES

22nd June 2023

Present: Steve Kempson (chair), Christina Armitage (Practice Manager), Karen Sims (Reception Manager), Nichola Dalzell (care co-ordinator), Chris Hedges (Pure Physio), Ann Pulford, Doreen Snelling, Keith Owen, Margaret Blyth and Jackie Hall

Apologies: David Revill

Chris Hedges

Chris was welcomed to the meeting. He is the First Contact Practitioner for Pure Physiotherapy Services who work across several sites within our PCN (Primary Care Network). Patients are triaged by the receptionists and referred to either Chris or Alex. Chris works at Spixworth on Wednesdays and Alex works on Fridays at Coltishall. Appointments are for 20 minutes and are usually available within a week. Initial appointments are mainly for muscle problems in the back, shoulder, knees, and hips being the more likely areas of concern with exercises recommended, or sprains. If necessary, patients can be referred onto the GP or hospital for further advice and treatment. In April of the 120 slots available 93 were taken with positive feedback. Chris was thanked for his presentation of the services provided.

Christina, Karen and Nichola joined the meeting.

Matters Arising

The 30 houses at Rectory Road will go ahead, but no application has been submitted for the further 20 houses so far.

Jackie Hall has joined the group and was welcomed by the chair.

No update on the ongoing problems at the local Pharmacy. It appears that there are problems with a shortage of pharmacists to dispense medication.

Surgery news

A Physician Associate (Jo) has joined the surgery on Tuesdays, providing on the day appointments. She can refer you onto the hospital, but she cannot prescribe medication. She would task the GP who would then prescribe the medication.

Dr Newstead is staying on as salaried doctor, who works Tuesday, Thursday and Friday.

Jane is the new Prescribing Clerk.

A new receptionist is due to join in July.

As from today (22nd June) calls from the Surgeries made to patients will now have the telephone number displayed.

There will no longer be reminders sent out for telephone calls, only face to face appointments.

The surgery is looking to maybe utilise the back room at Spixworth and the space behind reception. We are not closing it.

Friends Update/Finance

Barclays bank are still proving difficult to contact. The balance of the account as at 31/12/22 was £2668.36, with the balance as of today's date being £998.37. A very significant purchase of a new fridge, costing £1877.99, was made in the first half of the year, resulting in a large reduction in the balance on the account.

Books and puzzle sales last year showed a reduction compared with 2021. To date in 2023 sales are roughly £208.

Patient survey

Nichola and Steve spoke to staff and produced a suggested Survey document for members to look through and provide feedback. The survey will be available online, in the Marlpit and hard copies in the waiting rooms at the Surgeries. Missed appointments are still high but there could be several reasons for this.

Suggestions for future speakers:

These included Social Subscribers and MIND.

Any other business:

Members of the Group provided very positive feedback in respect of the services provided by the Surgeries.

Minutes production:

Thank you to Doreen for minuting the meeting.

Dates for next meeting: Thursday 28th September 2023 - 2.00pm / Thursday 18th January 2024 2.00pm