

# COLTISHALL & SPIXWORTH SURGERIES PPFG

## MINUTES OF THE MEETING HELD 24<sup>th</sup> OCTOBER 2024

1. Welcome & Apologies – Steve welcomed members Keith & Margaret, receptionist Karen & Nikki Crawford (in place of Christina who is sick). Apologies unavailable as no access to Christina's emails. Steve apologised for cancellation of the previous meetings.
2. Minutes from last meeting (18.01.2024) was emailed to members
3. Matters arising - Last year's patient survey results showed about 50 people interested in joining the PPFG. Nikki said that Nicola (care coordinator) will contact them with more details and/set up a meeting. We urgently need more members.
4. Surgery news / updates / staff - New receptionists have started – Amy, Kelly & Ellie. There is now a full team & full quota of medical staff.  
3 new Registrars due – come for 1 year with trainer GP Dr Ayodele  
The 2 Physician Associates, Ellis & Will, are still here – they have degrees & clinical assessment & treatment training, & have immediate access to the duty doctor, & a debrief at the end of each day.  
Medical Students come throughout the year, each for 9 days (1 day a week).  
Year 5 students attend consultations with a GP. Year 3 are taught by Dr Osonuga - sometimes inviting a patient with a particular condition to attend
5. Finance & Bank Update – bank balance at beginning of 2024: £3356. Today: £3672. Nikki was asked if there is anything the surgery needs. She said that 2 of the dispensary's 3 large fridges are over 10years old which increases the insurance. New ones are around £2000 each. Nikki will investigate exact prices for 2. We agreed to make a substantial contribution to the purchase.  
Barclays Bank – Even after making an official complaint Steve is still receiving occasional letters threatening to close the account. The latest letter last month said everything was up to date. This is concerning as this has happened before only to receive another threat from a different department. Investigation into other banks has not proved successful.
6. Suggestions for future speakers – put on hold until we have new members.
7. AOB – 1) Keith praised the new telephone system (which informs caller of their place in the queue, & the well organised “vaccination days”. IT was discussed after Keith stated he had problems with the website access, asking if this had changed. Nikki was unaware but will check. 2) Karen agreed to tidy the books for sale. 3) Steve reminded us that when he took over as chairman he agreed to do it for 1 year – that was 11 years ago. Since then he has also

become acting treasurer when the Friends of the Surgery amalgamated with the PPG. He would now like to relinquish his position, but agreed to chair the next 2 meetings. ie. a replacement must be found in 6 months time. He will contact Nicola to ask her to include the requirement for both a chairman & a treasurer in her correspondence with the potential new members. He will also word a piece for the Marlpit & other local magazines.

8. Dates for next meetings - Thurs 23<sup>rd</sup> Jan 2025 & Thurs 10<sup>th</sup> April