

## 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), Ian 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 companies websites be looked at or printed timetables can be obtained from them.*

[www.lynxbus.co.uk](http://www.lynxbus.co.uk)

[www.wnct.co.uk](http://www.wnct.co.uk)

Appendix A – Current 3H timetable

Route	<b>3H King's Lynn - South Lynn King's Lynn - South Wootton</b>						
No service on Sundays or Public Holiday	<b>Monday to Saturday except public holidays</b>						
King's Lynn Interchange Stand D	0840	1000	1140	1300	1440	1600	1740
King's Lynn Rail Station	0841	1001	1141	1301	1441	1601	1741
London Road Millfleet	0843	1003	1143	1303	1443	1603	1743
London Road South Gates	0844	1004	1144	1304	1444	1604	1744
Near Valley Park Sandpiper Way	0751	0845	1005	1145	1305	1445	1605
Near Valley Park Dragonfly Way	0764	0849	1009	1149	1309	1449	1609
Near Valley Park Near Oxme Way	0755	0851	1011	1151	1311	1451	1611
Vancouver Avenue Edons Road	0858	1013	1153	1313	1453	1613	
Tennyson Avenue COVA	0854	1014	1154	1314	1454	1614	
King's Lynn Rail Station	0856	1016	1156	1316	1456	1616	
King's Lynn Interchange Stand D - Arrival	0800	0900	1020	1200	1320	1500	1620
King's Lynn Interchange Stand D - Depart	0805	0905	1025	1205	1325	1505	1625
Bergen Way Industrial Estate	0809	0909	1029	1209	1329	1509	1629
St James Health Centre	0810	0910	1030	1210	1330	1510	1630
South Wootton Lane	0811	0911	1031	1211	1331	1511	1631
Grange Estate Baldock Drive	0813	0913	1033	1213	1333	1513	1633
Wootton Road Mill Lane	0814	0914	1034	1214	1334	1514	1634
Wootton Road Empire Avenue	0815	0915	1035	1215	1335	1515	1635
South Wootton Nursery Lane	0817	0917	1037	1217	1337	1517	1637
Hamburg Way Industrial Estate	0818	0918	1038	1218	1338	1518	1638
King's Lynn Rail Station	0823	0923	1043	1223	1343	1523	1643
King's Lynn Interchange	0825	0925	1045	1225	1345	1525	1645

Shaded times do not run on Saturdays

## Appendix B – Lynx Timetable – Towards Hunstanton Mon - Sat

King's Lynn   Hunstanton		34 35 36																				
Mondays to Saturdays	King's Lynn bus station stand E	0630	0645	0715	0730	0750	0810	0830	0845	0900	15	30	45	00	1415	1430	1445	1500				
	Gaywood Tesco	0650	0720	0720	0756	0816	0851	21	51	1421	1451											
	Q.E Hospital Grounds	0655	0726	0726	0801	0821	0856	26	56	1426	1456											
	Stn Woolton Grinstead Rd/Deas Rd	0637	0739	0839	0922	39	49	09	1439	1449	1509											
	Castle Rising Black Horse	0637	0739	0839	0922	40	50	1440	1510													
	West Newton Church	0637	0739	0839	0922	40	50	1440	1510													
	Sandringham Visitor Centre	0637	0739	0839	0922	40	50	1440	1510													
	Dersingham Feathers	0646	0706	0739	0749	0814	0834	0849	0909	then at these mins	39	49	09	1439	1449	1509						
	Dersingham Lynn Rd/Manor Rd	0649	0709	0743	0743	0752	0818	0838	0852	0913	0930	43	52	13	30	1443	1452	1513	1530			
	Dersingham Mountbatten Rd	0649	0709	0743	0743	0752	0818	0838	0852	0913	0930	43	52	13	30	1443	1452	1513	1530			
	Dersingham Thaxters	0652	0714	0746	0746	0755	0821	0841	0855	0916	0933	46	55	16	33	1446	1455	1516	1533			
	Ingoldsthorpe opp Pond	0655	0714	0750	0750	0759	0825	0845	0859	0920	0937	50	59	20	37	1450	1459	1520	1537			
	Snethisham Grapes	0701	0720	0756	0805	0831	0851	0905	0926	0943	56	05	26	43	1456	1505	1526	1543				
	Headham Lodge Rd/Jewings Ct	0704	0722	0759	0808	0834	0854	0908	0929	0946	59	08	29	46	1459	1508	1529	1546				
	Headham opp Fox & Hounds	0704	0722	0759	0808	0834	0854	0908	0929	0946	59	08	29	46	1459	1508	1529	1546				
	Headham Lynn Rd opp House Dr	0704	0722	0759	0808	0834	0854	0908	0929	0946	59	08	29	46	1459	1508	1529	1546				
	Hunstanton Princess Drive	0704	0722	0759	0808	0834	0854	0908	0929	0946	59	08	29	46	1459	1508	1529	1546				
	Hunstanton opp Tesco	0704	0722	0759	0808	0834	0854	0908	0929	0946	59	08	29	46	1459	1508	1529	1546				
	Hunstanton bus station	0714	0733	0811	0820	0846	0906	0920	0941	0958	11	20	41	58	1511	1520	1541	1558				
	King's Lynn bus station stand E	1515	1530	1545	1600	1615	1630	1650	1720	1810	1910	2010	1515	1530	1545	1600	1615					
Gaywood Tesco	1521	1551	1621	1656	1726	1815	1915	2015	1521	1551												
Q.E Hospital Grounds	1526	1556	1626	1701	1731	1820	1920	2020	1526	1556												
Stn Woolton Grinstead Rd/Deas Rd	1539	1639	1714	1744	1830	1930	2030	1539	1639													
Castle Rising Black Horse	1539	1639	1714	1744	1830	1930	2030	1539	1639													
West Newton Church	1539	1639	1714	1744	1830	1930	2030	1539	1639													
Sandringham Visitor Centre	1539	1639	1714	1744	1830	1930	2030	1539	1639													
Dersingham Feathers	1539	1639	1714	1744	1830	1930	2030	1539	1639													
Dersingham Lynn Rd/Manor Rd	1539	1639	1714	1744	1830	1930	2030	1539	1639													
Dersingham Mountbatten Rd	1540	1610	1640	1715	1745	1831	1931	2031	1540	1610	1640											
Dersingham Thaxters	1543	1552	1613	1630	1643	1652	1718	1748	1833	1933	2033	1543	1552	1613	1630	1643	1652	1718	1748	1833	1933	2033
Ingoldsthorpe opp Pond	1546	1555	1616	1633	1646	1655	1721	1751	1835	1935	2035	1546	1555	1616	1633	1646	1655	1721	1751	1835	1935	2035
Snethisham Grapes	1550	1559	1620	1637	1650	1659	1725	1755	1838	1938	2038	1550	1559	1620	1637	1650	1659	1725	1755	1838	1938	2038
Headham Lodge Rd/Jewings Ct	1556	1605	1626	1643	1656	1705	1731	1801	1844	1944	2044	1556	1605	1626	1643	1656	1705	1731	1801	1844	1944	2044
Headham opp Fox & Hounds	1559	1608	1629	1646	1659	1708	1734	1804	1847	1947	2047	1559	1608	1629	1646	1659	1708	1734	1804	1847	1947	2047
Headham Lynn Rd opp House Dr	1559	1608	1629	1646	1659	1708	1734	1804	1847	1947	2047	1559	1608	1629	1646	1659	1708	1734	1804	1847	1947	2047
Hunstanton Princess Drive	1604	1634	1704	1759	1809	1604	1634	1704	1759	1809												
Hunstanton opp Tesco	1606	1615	1636	1653	1706	1715	1741	1811	1853	1953	2053	1606	1615	1636	1653	1706	1715	1741	1811	1853	1953	2053
Hunstanton bus station	1611	1620	1641	1658	1711	1720	1746	1816	1858	1958	2058	1611	1620	1641	1658	1711	1720	1746	1816	1858	1958	2058

Via Smithdon High School 1515 when open - not Tesco.  
Runs when Smithdon High School is open.  
Runs every Saturday, and Mondays to Fridays when Smithdon High School is closed.

When College of West Anglia is open operates via Gaywood & Woolton Rd then runs 5 mins later from Deas Rd to Hunstanton.

No service 25th & 26th December or 31st January.