

**Patient Participation Group
Minutes of Meeting
20th November 2024**

1. Welcome: The Chairman welcomed everyone. He then informed everyone of the passing, at the age of 97, of one of our previous, long serving, members Mrs Enid Bright. Her funeral will take place on 5th December at 12.15pm.

2. Present: Theresa Banks (TB), Wendy Border (WB), Will Border (WBo), Jane Chase (JC), Jasmine Fulcher (JF), Jill Fysh (JFY), Ian Gutteridge (IG), Stella Gutteridge (SG), Roger Hailey (RH), Penny Hipkin (PH), Ann Lemmon (AL), Rachel Seakins (RS), Roger Smith (RSm)

Via MS Teams: Sue Trohear (Norfolk and Waveney ICB) (Speaker)

SJMP: Kathy Laurence (KL), Dr George Wells (GW)

Apologies: Dominic Burke (DB), Sue Burke (SB), Richard English (RE), Pat Simpson (PS), Nina Stewart (NS), Janet Taylor (JT), Margaret Worledge (MW)

3. Minutes of Last Meeting/ Matters Arising: These were agreed as a true record. No matters arising.

4. Talk on National Cancer Experience Survey:

Sue Trohear presented a series of slides to members on the National Cancer Experience Survey. She is part of the Cancer Transformation Team and attends patient groups at two hospitals, QEH and The James Paget hospital. In-patients are surveyed about their cancer experiences. Sue demonstrated the various ongoing projects and invited members to get in touch with her if they would like to get involved with any project as a patient representative. After the presentation she invited questions. TB asked about the national Lung Screening trials currently taking place. Sue Trohear confirmed that these have proved to be a great success picking up thousands of early-stage cancers and are being rolled out across the country gradually. Currently, trials are not taking place in Norfolk. TB also asked why cancer outpatients, who make up the greatest volume of cancer patients, are not being included in the survey. Their outpatient experiences are of the utmost importance and Sue acknowledged that this was a very valid observation.

In a later update, Sue Trohear sent a clarification from Helen Moreton, Programme Manager for Targeted Lung Health checks. It is planned to start screening in the King's Lynn area from May 2025 with SJMP one of the first practices to be targeted. Lung checks will be for those aged 55-75 who have ever smoked.

Note: IG has circulated both the series of slides, a poster and a Cancer Awareness Calendar to all members.

5. Treasurer's Report:

Reserve Account Balance @ 20/11/24	£74.67
Current Account Balance @ 18/9/24	£741.21
Income	None
Expenditure @ 20/9/24	£599.76 for purchase of a bench
Current Account Balance @ 20/11/24	£141.45
Total Balance @ 20/11/24	£216.12

6. Practice Update

KL reported that the second stage of acoustics, wood panelling in reception, is now in place. The third stage will be installed this weekend. As there were no other significant updates, KH responded to a series of queries and comments from members.

JF asked for clarification on the RSV injection. KL said that there was a staged approach with those aged between 74 and 80 currently being inoculated.

RSm asked about annual reviews for respiratory problems and KL said these were being done by the practice. RSm said he had not been called in and KL said the practice will investigate why some patients are being missed. *(RSm later reported that he has discovered, via NHS app, that he does not get invited by SJMP as he is under the care of Papworth hospital.)* SG asked about the shingles jab. KL said that those in the relevant cohort can book this now. SG pointed out that the NHS had said patients would be called but she has not yet been invited.

Various members made complimentary comments about the Practice. IG said the call back service was excellent and that the Care Co-ordinators are very helpful. Another member, RE, had reinforced this. RH said that the prescription service was very good, much better than the POD service. PH commented that the prescription service had been very good after her hospital discharge. WB added that many people who had transferred to the practice have been very pleased, which was also confirmed by PH.

7. Queen Elizabeth Hospital Update: (IG,TB,PH)



- Pudsey visited last week for children in need.
- The buggy service continues to be well used carrying over 500 people per week on average. Two new buggies expected in the next couple of weeks. These will be fully enclosed with heater, radio and windscreen wiper. It's good to be getting these as the weather is getting colder.



- Public engagement events to talk about the new hospital have been held recently
- The new Community diagnostic centre at the front of the hospital site has been opened to offer more outpatient scanning facilities. Similar units are being opened at the NNUH and James Paget.



- The End of Life unit (Peddars Way unit) has been opened. This is a very pleasant 5 bed unit offering patients approaching the end of their life excellent care away from the busy wards.
- Blood tests available Monday to Friday 08.15 to 17.45 and Saturday 08.15 to 13.00. Walk in service.
- The new Frailty Same Day Emergency Care area, in the old Discharge Lounge, is working very well. Patients come in directly from GPs with the hope that they can be sent home after treatment on the same day.
- The new Butterfly Garden, a dedicated space for reflection and remembrance for families who have experienced the devastating loss of a baby has been opened. It's a new tranquil area, fully funded by the QEHLK Charity, is the result of a two-year project to create a thoughtfully designed sanctuary, offering a peaceful environment where families, staff, and visitors.

8. A.O.B:

IG suggested that we mention Enid Bright on the plaque for the bench. RS said she would contact Enid's daughter and pass on her telephone number.

PH asked whether we would have a Christmas cake stall and it was agreed by all to hold this on 11th December from 8-am to 12pm in the reception area. IG will circulate members to ask for help and contributions to the cake stall and tombola.

The meeting ended at 5.15pm.

Date of next meeting – 15th January 2025.