

Patient Participation Group
Minutes of Meeting
21th May 2025

1. Welcome: The Chairman welcomed everyone, including our guests, Esme Corner, from QEH and Heacham PPG, and Kathie Stewart.

2. Present: Theresa Banks (TB), Wendy Border (WB), Jane Chase (JC), Jasmine Fulcher (JF), Ian Gutteridge (IG), Stella Gutteridge (SG), Roger Hailey (RH), Penny Hipkin (PH), Mavis Homer (MH), Derek Hunter (DH), Anne Lemmon (AL), Rachel Seakins (RS), Pat Simpson (PS), Roger Smith (RSm), Margaret Worledge (MW)

SJMP: Kathy Laurence (KL), Dr P Mitra (PM)

Apologies:, Julia Bateson (JB), Will Border (WBo), Dominic Burke (DB), Sue Burke (SB), Richard English (RE), Jill Fysh (JFY), Karen Goult (KG), Rachel Seakins (RS), Janet Taylor (JT), Brian Thompson (BT)

3. Minutes of Last Meeting/ Matters Arising: These were agreed as a true record. (Prop. JC, Sec. JF)

TB informed the group that the bus shelters were due to be installed in June. She asked about improvements in the sound system. KL said one microphone had been installed and the Practice was awaiting another. A member asked about the system for prescribing a particular brand of drug requested. Was this communicated to the pharmacy? It appears that Dr Asif has now put a note on the patient's record about this. She has tested the system and received the required drug brand.

TB asked about making a custom request on SystmOne. It is possible if you scroll further to the end of the page; it is not immediately visible on the first page.

4. Treasurer's Report:

Reserve Account Balance @ 21/5/25	£74.93
Current Account Balance @ 21/5/25	£265.45
Total Balance @ 21/5/25	£340.48

JC inquired about a possible use for the funds. It was agreed we would wait for a suitable request for a donation, from the practice.

5. Practice Update: (KL, PM)

The Eden Suite is now being rented to Spire Healthcare who have an NHS orthopaedic contract. Once it is operational. GPs can refer here, for assessment, followed up by an appointment in Norwich or Cambridge. IG inquired whether this would affect NHS lists. PM said NHS would still control the waiting list but it may help to reduce it. Referrals will be made as E-referrals and PM explained the system.

KL said a new GP, Dr Geraldine Obiechine, had been appointed. She will work on Tues, Thurs, and Friday. The Practice has also interviewed for another GP and an Advanced Nurse Practitioner. KL said all was going well with the practice and staff were very happy.

Dr Mitra was invited to discuss his forthcoming overland journey to India. He described his route and plans and said it was very exciting, taking over 3 months. On the way, he wishes to raise awareness of diabetes and is working in conjunction with Rotary King's Lynn and Rotary International..

PM is leaving on 8th June and the Practice is arranging a send off on 7th June (time to be arranged). TB asked whether he could be sponsored. PM said some donations have been made to the Rotary Benevolent Account.

The group found his talk very interesting and wished him well on his journey. It is hoped we / he will be able to be involved in a Diabetes Awareness Day on his return.

6. Queen Elizabeth Hospital Update: (TB)

TB had already circulated the following report for members in advance of the meeting:

QEH Hospital Report May 2025

Group Model for Norfolk hospitals

The most significant item is the appointment of Professor Lesley Dwyer as the Group chief Executive. QEH CEO, Alice Webster, is stepping down from her role at QEH. The new MD has yet to be appointed but the other two MDs for Norfolk and Norwich and James Paget are in place. The Interim Group chairman is Mark Friend and the group Lead governor is Antonia Hardcastle. As more appointments are finalised the group can formulate further planning which needs to be in place by October.

More information can be obtained on the QEH website.

Hospital Info

- QEH held a Dementia Fair on 9th May open to staff, patients, carers, and over 90 members of the public. It provided an opportunity to learn about local services, dementia care and prevention.
- There will be a series of public events held in June and July, hosted by the dedicated new QEH team, giving locals the chance to see first look designs and hear about the new state-of-the-art hospital. The hospital will be developed using Government guidance Hospital 2.0, a standardised blueprint for all new hospital. Presentations will be at various locations from 10 June to 16th July. See website news section for more info.
- The QEHKL charity has funded new specialist equipment (LiteGait) which harnesses patients with mobility issues securely allowing them to exercise on a treadmill. It also uses AI technology to track patients' walking patterns, flagging areas for improvement. It will be available for all therapy teams across the thye hospital.
- QEH has been recognised as the UK's leading recruiter in a global clinical trial of heart failure patients and is just one of 15 sites participating in a major heart failure trial, sponsored by AstraZeneca.
- The new module for the Central Sterile Services Department has been put in place and work is in progress to get this operational by summer 2025.
- The hospital QEHKL charity has achieved its £21,000 target for the end- of -life unit, Peddars Way. It has been open for 5 months, supporting over 150 patients and their families, bringing comfort, dignity and compassion to families at a time of need. The funds will be used to add all sorts of finishing touches, transforming the space into a calming sanctuary.
- Safety work continues as usual across the site, with visible scaffolding in many locations. Costa Coffee has been relocated to the opposite side of the main entrance corridor whilst safety work takes place. The café remains open serving hot takeaway drinks and food.

Weekly Operational Update (@ 16/5/25

Emergency Care:

- 4-hour performance 65.6% with 77.9% of non-admitted patients seen within 4 hours and admitted 35.6%. 252 attendances per day on average.

- 89.6% of ambulance handovers took place within 30 mins, no delays over 4 hours. On average 64 ambulances per day.
- Number of patients awaiting supported discharge is 48 and 270 urgent emergency care patients were discharged from wards. 35 patients were discharged to via Discharge Lounge.

Elective Care:

- Elective waiting list has increased to 26,802 but the number of patients waiting longer than 52 weeks is 638. The Trust aims to have no patient waiting more than 65 weeks, other than by choice.

Diagnostic and Cancer Services

Cancer 28 day Faster Diagnostic Standard is 72.09%. 31-day performance is 91.57%. no of patients waiting more than 62 days has reduced to 142.

Esme Corner updated the meeting on the appointment of Rebecca Martin as Medical Director. There was general concern about the lack of public consultation about the new appointments and concern as to whether QEH is being left behind as a result of most appointments being from the two other hospitals. TB pointed to the very short time scale being allowed for the group model to be in place and that many current appointments are merely interim until the structure is in place.

TB reminded the group of the public consultations being held for the new hospital design. There are quite a few open meetings, some of which are in Kings Lynn and the Woottons area. The full list has been published in the local papers and media, and is also on the QEH website.

7. A.O.B:

Insurance: IG informed the group that the insurance is due on 1st June 2025. The group has, traditionally held its own cover but following enquiries last year it was discovered that the practice public and employers liability covers will extend to cover PPG activities.

IG has checked with the brokers as to whether the practice insurance can cover the PPG and they have confirmed that we are covered. The cover provides an indemnity limit of 5 million pounds public and products liability. We would be covered for putting on health days subject o the proviso that we offer publicly available information and do not give advice.

We will not be covered for professional indemnity or professional liability but our exposure to these risks is very low and so the group accepted that we should proceed without the additional covers.

SG asked whether the group members would be covered for offsite PPG activities. IG said we would need to refer any such situations to the insurers and check whether we would be covered. IG explained that there is no accident cover for members but, in the event of an incident the liability covers could apply.

After outlining these terms, IG asked members if they would agree to accept the cover provided under the practice policy.

TB proposed this, seconded by SG and all members voted in favour.

Health Awareness Days: RSm suggested that we hold a Diabetes Awareness event to tie in with Dr Mitra's trip. He enquired whether there is a diabetes group or charity which could be brought in to liaise with the specialist staff. The group felt it would be best to wait until Dr Mitra returned from his journey to lead it.

Fundraising: KL suggested a weekend car boot sale to raise funds. We could do cakes at the same time. It could be held on a Saturday or Sunday morning. It was felt to be a useful idea and holding it in the Summer could be possible. IG will check with the insurers.

At the end of the meeting, Esme Corner thanked the group for allowing her to observe. She commented on what she had listened to and said she felt she had learnt a great deal that would be of use to her PPG.

The meeting ended at 5.35 pm.

Date of next meeting – 23rd July 2025 4pm at SJMP