

Attleborough Surgeries

Patient Participation Group Minutes Tuesday 12th November 2024

PPG Chair: DB

Attendance (Initials of Participants Only): GH, JM, JG, L-AH, MH, PH, LM

Apologies for Absence: IA, MK, SH

1. Apologies for Absence

Apologies were noted.

2. Approval of Minutes of the Previous Meeting

These were agreed as a true and accurate record.

3. Matters Arising

- *Waiting Room Patient Information* – LM confirmed that this project is still very much ongoing, but has been delayed due to other pressing Practice matters, including the planning and roll out of the various winter vaccination programmes.
- *'You said, we did'* - LM confirmed other actions taken from PPG feedback, including an update with age inclusions/exclusions for the Pharmacy First service, promotion of the Friends of Attleborough Surgeries charity at flu day to help raise awareness for future bequests and updated publication of information relating to did not attend figures. The group requested that the did not attend figures be published every quarter due to the significant wastage and impact on Practice waiting times.

4. Q&A

The group were invited to raise any ad-hoc questions for LM to reply to that were not covered on the agenda. This will be a regular 10 minute slot in future meetings. JM asked for information regarding the sit and wait phlebotomy clinic that she had been invited to attend. LM confirmed it was a pilot due to the high rates of did not attend often experienced in blood clinics. JM was very positive about her experience, but did discuss that patients need to have clear information regarding the purpose of their invitation to attend. LM confirmed

that there were more clinics planned and that we continued to act on feedback to improve the invitation arrangements and information to patients.

5. Brenntag Site Castlemeadow Care

L-AH updated the group regarding a planning meeting she had attended at the Town Council relating to the proposal for a dual registered care home and private care units on the old Brenntag site. She reported that there was a lot of disappointment at the meeting relating to the poor presentation given and response from Castlemeadow Care regarding their lack of engagement with local health providers. LM confirmed that the Practice had consistently expressed concerns regarding the scale of the development, due to the impact on Practice services, and had objected to the planning permission. Residents of the home and proposed living units will have complex health needs that will likely impact significantly on home visiting resources, medicines management and other areas of care provision. The General Medical Services contract requires the full scope of services to be available to any registered patient, which attracts an annual sum of £112.50 regardless of the patients need or the demands that they make on the service. A further planning meeting was due to take place on 19/11/24 in Dereham, which the Practice is planning to attend.

6. Mini Practice Patient Survey

LM had prepared a survey to be distributed in paper form on flu day, which was reviewed by 3 PPG members who had volunteered to support the Practice on the day. LM had not yet had time to collate the results from the 59 responders and JG kindly offered to undertake this work and present the information back to the Practice for analysis and sharing. PH gave verbal feedback on the comments made to her during her 1.5 hours slot on the day. LM confirmed that the target audience was mainly over 65 due to the nature of the flu clinic that had taken place and therefore not representative of all age groups. Some feedback given to PH included:

- The phone back service was widely supported and felt to be good
- Concerns raised regarding the inability to see a GP
- Dispensary and Clinical Pharmacist service was considered to be very good
- The wait for a routine appointment was felt to be too long
- Urgent access was good
- Initial confidence in other clinical practitioners was not always good, but once experienced, feedback was very positive
- Patients wanted to know what GPs did since covid
- Use of terms such as 'triage' was not understood by patients and clearer communication was needed.

7. National Patient Survey and PPG Follow Up Response

The group reviewed the survey that LM had drafted for use on flu day and agreed that it was appropriate to share with a wider audience and covered the main areas of concern from the National Patient Survey. LM agreed to explore turning it into an electronic survey to be sent to patients on SMS link and available on the Practice Facebook page and website, alongside paper copies for those wishing to complete manually. GH agreed to proof before the final was agreed for sending.

8. Communication Plan

The group agreed that this required more consideration and that the outcome from the more widely published patient survey should also be used to help inform them on areas that are important to patients.

Additionally, the group discussed developing a PPG newsletter and also using publications such as the Breckland Council magazine, to include articles of importance. DB agreed to identify a contact for the magazine and LM agreed to circulate some example PPG newsletters for the group to consider.

9. AOB

LM made the group aware that a partnership plan is being put in place with local libraries, to support the NHS app. The idea being to raise awareness, help people download and use the app and also to access services on the NHS app via the computers available in the library. Most PPG members confirmed that they were now using the NHS app and found it very useful to review results, order medication, etc. Another app that can be used to access hospital communication and results is called 'Airmed'.

10. Date and Time of Next Meeting

The next meeting will take place on Tuesday 14th January at Station Road Surgery 1pm – 2.30pm.