

## THORPEWOOD MEDICAL GROUP

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## PATIENT REFERENCE GROUP

Wednesday 8<sup>TH</sup> January 2020, 12.30pm at Thorpewood Surgery

## MINUTES

**Present:** TMG (Thorpewood Medical Group) Members: Carol Postle ( CP - Chair), Claire Penstone-Smith, Catriona Staff (Reception Manager). **Patient members:** Audrey Liddle, Wendy Howes, Ean Newberry, Rick Scotcher, Jean and Tony Turrell, Margaret Wooldridge

- 1) **Apologies:** Ian Wilson (TMG), Lesley Longmuir (Patient), Tara Whitehand (Patient).
- 2) **Minutes from last meeting.** The minutes of the meeting of 11<sup>th</sup> September 2019 were accepted.
- 3) **Matters arising from the minutes:**
  - a. **4a) Newsletter** – apologies again this has not been completed. **Action: CPS**
  - b. **4f) Primary Care Services** – contract 20/21, additional services provided by TMG will continue, eg ECGs, ear syringing, hormone injections.
  - c. **6) Pharmacies** – clarified that when patients are directed to a pharmacy for advice, no payment from patients is required.
  - d. **10a) Flu Campaign 2019** – completed successfully with 2800 flu jabs. Current information is that the same vaccines will be used this year. It was confirmed that cover from the vaccination lasts about 3 months. However, clinically, it is not recommended to have more than one vaccination within a year. It was suggested that as in the previous year representatives from local services were invited to be available at the surgery to talk to patients during the Saturday Flu Clinics.  
**Action: CP to organise for 2020.**
- 4) **Practice Update**
  - a. **Staffing** – Clare Hart, specialist nurse, working alongside Kevin with particular responsibility for home visits for the over 65s and care homes.  
Mel Sharp, Advanced Nurse Practitioner, full-time, working alongside Emma Smith.  
Four new part-time receptionists employed since last meeting. Training takes some weeks to complete because of increased need for “signposting”. A further part-time receptionist will be starting soon.
  - b. **Survey /Appointments** – Clinical areas practice did well. However the administrative side with regard to availability of appointments was very disappointing. Reported also that social media indicating other surgeries better than Thorpewood. Practice aware and will be making changes. Since survey the new website “Footfall” launched enabling further patient interaction with clinicians and ability for patients to book appointments online. 25% of appointments are now available to book online. Partners focussed on moving forward. Changes agreed to be made so far: 1) two GP slots each day exclusively for patients wishing to speak with a GP of choice 2) Answerphone message to be changed requesting patients with a medical emergency to call 999 and also directing patients to “Footfall”.

- c. **Footfall** (website) – feedback so far appears good. However it is taking away clinicians face-to-face appointment time to deal with enquiries. Monitoring will continue and adjustments made. Log-in needs to be enlarged and surgery email address made more visible.
  - d. **Improved Access Services (IAS)** - working well. Offers patients ANP and GP appointments 4-7pm and next day at Lionwood Surgery (Eastern Hub) and Roundwell Practice (Western Hub).
- 5) **Primary Care Network** (Thorpewood, East Norwich Medical Partnership, Old Catton Medical Practice, Hellesdon Medical Practice, Lionwood Medical Practice).  
Working towards mental health practitioner sessions across the practices.
- 6) **Norfolk & Waveney Sustainability and Transformation Partnership (N&WSTP)**  
Quote from IW “The N&W STP has gone somewhat quiet, but the 5 Norfolk Clinical Commissioning Groups will be formally merging to mirror the STP footprint with effect from 1.4.20”.
- 7) **Any Other Business**
- a. **Pharmacy Advice** – a new NHS leaflet to be given to patients presenting at their GP surgery with common conditions which recommends they visit a pharmacy for advice and treatment as appropriate.
  - b. **Diabetes Reviews** – concern raised that face to face diabetic reviews were not being undertaken. It was confirmed that these are now undertaken by Kevin Harris (Primary Care Nurse) and are usually telephone reviews following a blood test. This is being reviewed. **Action: CP.** Diabetic foot reviews continue to be undertaken by Health Care Assistants.
  - c. **CQC (Care Quality Commission)** – the surgery is expecting a visit soon as it is now 5 years since the previous one. Wendy Howes kindly agreed to talk to them if required.
  - d. **Patient Reference Group** – it was suggested that we advertise for new members.  
**Action:CP/CPS.**
- 8) **Date of Next Meeting: Wednesday 8<sup>th</sup> April 2020.**  
Apologies from Jean & Tony Turrell.