

THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr I Nnene Dr D Carlile Dr K Cudmore
Dr S Taramanis Dr A Prior

PATIENT PARTICIPATION GROUP

Remote Meeting via 'Teams' on Wednesday 9th December 2020, 1.00pm

MINUTES

Present: TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Carol Postle (Patient Services Manager) and Claire Penstone-Smith (Secretary). **Patient members:** Wendy Howes, Ann Johnson, Lesley Longmuir, Rosemary Lowe, Cheryl Peel, Tony Powell

In Attendance: Naomi Carter, Community Development Officer, HealthWatch Norfolk and Sujata Walkerly – One Norwich Alliance Patient Representative

Apologies: Rick Scotcher, Jean & Tony Turrell,

Welcome: new members Rosemary, Anne and Tony,

- 1) **Minutes of meeting of 11th November 2020 had been circulated and were accepted as a true record.**
- 2) **Matters Arising:**
 - a. **E-Consult** had been launched successful on 3rd December. It is working well. There had been approx 100 / day. Reception staff excellent at explaining new system to patients calling in. Since going live, no members had had cause to use it.

When commencing an E-Consult, the term 'guest' was to be used, not the NHS App. The term 'guest' was to be changed in due course.

Nearly 6,000 emails, 500 letters and a message on the website had been sent and posted to alert patients to the new system

An item explaining the new way for TMG patients to access the surgery has been included in the December issue of the Thorpe St Andrew 'Parish Life' magazine. This will also be sent to 'Sprowston News' in January.

3) **Surgery Update**

- a. **Performance & Staffing** – current status was explained to members. See attached. Areas highlighted:
 - i. Abbreviations explained: FTE = full time equivalent; ANP = Advanced Nurse Practitioner; HCA = Health Care Assistant; PCN = Primary Care Network.
 - ii. Physican's Associate at the surgery - is part of the Allied Health Professionals Team and works under the supervision of the GPs.
 - iii. The patient list has grown slightly.
 - iv. QoF (statutory surgery activities) – slightly underperforming currently but to be expected and will pick up in the New Year – no concerns.
 - v. Patients on repeat medication = 63.1% of patient population. This is quite a high proportion of patients.

- vi. Flu vaccinations: Total of 2951 administered to over 65s – full allocation used. The surgery has the flu vaccine for the 50-64yr age group.

4) **Naomi Carter, HealthWatch Norfolk (TMG staff not present)**

Naomi explained to members her role and how feedback about any health or social care provider can be made to HealthWatch. Details as follows:

Phone us on 01953 856029; Email us at enquiries@healthwatchnorfolk.co.uk

Via their website, www.healthwatchnorfolk.co.uk, where you can search for the service you wish to review. The link to Thorpewood's page is

<https://healthwatchnorfolk.co.uk/services/thorpewood-surgery-norwich-nr7-9q>

5) **Sujata Walkerly, One Norwich (Primary Care Network) Patient Representative**

Explained her role was brand new. She will be working with patients in GP surgeries to get the 'voice of the patient' in order to facilitate changes to improve/enhance the patient experience. Will be talking further with Andy (TMG) and Tracey Bullard (Transformation Lead, HealthWatch Norfolk) as to ways forward.

Piece to be written for the next surgery newsletter about her role. **Action SW/cps**

6) **Any Other Business**

a. **COVID Vaccine**

The first batches of the vaccine have been received in Norwich. Strict guidelines to be followed. Will take place at various primary care sites across Norwich (not at TMG). In the first instance all TMG patients over 80 will be contacted and offered an appointment at one of the available sites.

b. **CQC (Care Quality Commission) - Planned follow up by telephone.**

Further to their visit in February 2020, CQC had been given an update on actions undertaken and documents had been sent as required. The follow up telephone call with Andy indicated that good progress had been made. There will be a follow-up (planned) visit in April 2021.

c. **Norfolk Deaf Association**

NHS referrals via the GP for aural care and ear irrigation can be made to the Norfolk Deaf Association based in Norwich, if certain criteria are fulfilled.

7) **Date of Next Meeting**

Wednesday 10th February 2021 at 1pm. Venue or remote to be advised nearer the time.