

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Remote Meeting via 'Teams' on Wednesday 17th February, 1.00pm

MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Carol Postle (Patient Services Manager) and Claire Penstone-Smith (Secretary). **Patient members:** Wendy Howes, Mike Hidden, Lesley Longmuir, Rosemary Lowe, Cheryl Peel, Tony Powell, Rick Scotcher, Jean & Tony Turrell

In Attendance: Sujata Vyas-Walkerly – One Norwich Alliance Patient Representative

- 2) **Apologies:** Ann Johnson, Margaret Wooldridge.
Claire reported that Audrey Liddle had resigned from the group due to ill-health. She had been a committed and valued member of the group for a number of years. The Chair recorded appreciation for the service Audrey had provided in the past.
- 3) **Welcome:** new member Mike Hidden,
- 4) **Minutes of meeting of 9th December 2020 had been circulated and were accepted as a true record.**
- 5) **Matters Arising:**
- a) **E-Consult**
Since its launch in December, 8,000 E-Consult requests had been received. There had been a minor number of gripes about the length of the form. The following issues were raised by members:
- i) Standardisation of call-back procedure by the clinicians. Currently each GP operates their own call-back procedure. **Action: AC to take this request to the Partners.** However it was emphasised that there is a space on the form to add extra information which could include a patient's availability for a call back.
 - ii) Request for an option on the system to submit a short message to a clinician. **Action: AC** This may need a change in the software configuration. Using the Admin tab at the front does enable a shorter form however.
 - iii) Patients who do not have access to the internet. A note is entered on the record of patients who do not have access to the internet so that reception staff are aware when they call the practice.
- 6) **Sujata Vyas-Walkerley – One Norwich Alliance – Patient Representative**
Information on Sujata's role, as follows, had been circulated to members:
"As Patient Representative, I am here to ensure that the voice of the patients, carers and the public is taken into consideration when decisions are made that affect patient care. I will spend time talking to patients including the Patient Participation Groups (PPG) about the care they and their families receive, and listen to where they feel there might be any gaps in services and ideas or suggestions for any new services. This feedback will then be shared with the commissioners and clinicians responsible for making strategic decisions. "

Tony had requested details of Sujata's role be taken to the Broadland Older People's Partnership (BOPP) of which he is Vice Chair. A meeting took place on 4.2.21 between Tony, Sujata and Andy to discuss this. It was agreed that Tony would write a paragraph on Sujata's role and the work of the PPGs be included in the next BOPP newsletter.

Sujata praised the practice as to how they had continued to keep in touch and arrange meetings of the PPG during the pandemic and that Thorpewood was one of the only Norwich practices to have done this. She would welcome the group's feedback on how to encourage other groups to do the same and on how to recruit members.

Action: AC/cps

Sujata also reported that a Community Care Worker has been appointed by the PCN to raise awareness across GP practices of the benefits of social prescribing and how to refer patients.

Action: To be invited to the next PPG meeting.

7) **COVID-19 Vaccination Programme**

A copy of the letter from the NHS which has been sent to all Over 50s updating them on the current situation regarding the vaccine programme was circulated to members. The letter advises they wait until they are contacted directly to book their vaccination.

A copy of a 'thank you' letter from Matt Hancock/Chloe Smith was circulated to members.

A very high number of Thorpewood patients in cohorts 1-5 have received their vaccination. Detailed numbers can be seen in the attached document.

The system by which patients are alerted to book their appointment for a vaccination was explained. The surgery is informed via One Norwich when appointments are available to book. Patients are alerted by text message and/or letter direct from NHS Digital.

Appointments can be booked via online or by calling the surgery. However when large numbers of texts are sent out this can cause a log jam on the phone system. New software has recently been installed that sends a **text to patients and this provides a link to book an appointment directly at the location/date/time of their choice.**

In view of various scams that are circulating with regard to the COVID-19 vaccine programme, it was suggested that a message was put on the surgery telephone system to alert patients that they would be receiving a legitimate text to book an appointment. **Action: AC to look into. (Completed)**

This type of system may also be used for future COVID/flu campaigns.

Patients without a mobile phone are called directly by the surgery when appointments are available.

Second doses – patients will be contacted by the surgery when appointments are available. This has commenced 25 Feb with the first group.

Utilisation of the vaccine is carefully monitored during clinics to ensure there is as little or no wastage as possible.

8) **Surgery Update**

- a) **Dr Carlile** has accepted a new post nearer to her home in South Norfolk and will be leaving the surgery in April. An advertisement has been placed locally and nationally for a replacement.
- b) **Performance** – available every quarter. Next due end of March. However COVID-19 vaccination figures given – see above and attached.
- c) **Resilience** – The Surgery are going to start an initiative relating to Mental Ill Health. A small number of patients take an enormous amount of GP time each week. The objective is for investment into these patients by our doctors to reduce the appointments on the general system and either, create improved independence or signpost patients to a more valid service. Funding has been approved by the Commissioners to cover the GP time over a 10 week period in order the Surgery continues to provide a GP service. The initiative includes interaction with Specialist Services and Social Prescribing. PPG members were requested to update the Surgery on local clubs and services that patients may benefit from. **Action – PPG Members.**

9) **PPG Committee**

AC would like to encourage the PPG, in the future, to be driven by its members and supported by the surgery, as many committees are in other parts of the country. A member of the surgery would attend meetings. This would be a minimum of Practice Manager. The committee would agree its own agenda and appoint a patient member as Chair. **Action: for PPG members to consider.**

10) **Any Other Business**

a) **Repeat Prescriptions**

The high number of repeat prescriptions reported at the last meeting was acknowledged. These take a considerable amount of time to review and these have, until recently, been undertaken by the Doctors, ANP and a clinical pharmacist who was attached to the surgery. The surgery is looking to employ an additional prescription clerk in order to assist GPs in undertaking these reviews.

b) **Diabetic Reviews**

It is planned that the surgery's dedicated diabetic nurse will begin undertaking foot checks and face to face clinics for diabetic patient reviews from April 21.

c) **Ask Receptionist**

It was felt this had been a useful link via Footfall on the website but this was no longer available via E-Consult. **Action: AC to look into further.**

11) **Date of Next Meeting:** Wednesday 31st March, 1pm.