

THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr I Nnene Dr K Dawson
Dr A Prior Dr G Pattra-Baxter

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 4th August 2021, 1.00pm

MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager) and Claire Penstone-Smith (Secretary).

Patient members: Wendy Howes, Mike Hidden, Ann Johnson, Bob Ledwidge, Lesley Longmuir, Rosemary Lowe, Tony Powell, Rick Scotcher, Jean & Tony Turrell. **In attendance:** Sujata Vyas-Wakerley (Norwich PCN Patient Representative)

Andy welcomed everyone to our first meeting in person since and especially to those new members who had joined the group during the past year.

- 2) **Apologies:** Cheryl Peel
- 3) **Minutes of meeting of 12 May 2021** had been circulated and were accepted as a true record.
- 4) **Matters Arising:**

a) **Sharps Boxes update:**

A clinical establishment requires a licence to allow for sharps box disposal, one for their own sharps boxes and another licence for sharps boxes received from external sources, i.e. members of the public. A member reported that on the South Norfolk & Broadland Council website it indicated Sharps boxes should be taken to a GP surgery for disposal. **Agreed:** AC/SWV to further investigate.

Update after meeting <https://www.southnorfolkandbroadland.gov.uk/types-waste/sharps-disposal> contains full list of pharmacies in Norfolk where Sharps Boxes can be disposed of. These include, local to Thorpewood: Rackheath Pharmacy, Boots Willow Wood Surgery, Spixworth Pharmacy.

b) **New Housing Estates in Practice Area**

Notification had been received of a planning application for a Care Home and Assisted Living Housing at Pound Lane. AC had met with other local practice managers who have each written to the Planning Department with their concerns about the possible impact on their surgeries.

Members also raised concern about other considerable housing estates within the locality of the surgery and the provision for primary health care. With regard to the use of Section 106 (of the 1990 Town and Country Planning Act) monies, it was reported that it is the responsibility of the Planning Department and Developer to agree on the use of Section 106 monies for the provision of public services / amenities. It is NHS Estates England who are responsible for the provision of adequate healthcare across the country. **Agreed: AC/SWV to contact Thorpe and Sprowston Town Councils / District Council / Norwich CCG / NHS Estates England to pursue these concerns.**

5) **Surgery Update**

Members raised concern about the current service and lack of GP face to face appointments at Thorpewood. AC confirmed that some routine nurse face to face appointments have been available throughout the pandemic and that GPs and ANPs have been offering face to face appointments throughout this time also, but the decision to book these appointments has been with the clinician and not the reception staff. It was acknowledged that it had been difficult to convey this information to all patients but that the surgery had tried to keep patients informed by email / text as and when it was appropriate. The current situation in primary care across the country with the huge workload and high patient expectation gives cause for concern and every surgery is looking at ways to work to address capacity issues.

The surgery is keen to reintroduce face to face services, e.g. asthma and diabetic reviews, as and when it is deemed safe to do so. In addition, the Flu Vaccination Campaign will be getting underway in September together with the organisation of possible COVID boosters.

It was stressed that face to face appointments had never stopped through the pandemic. When a GP made a clinical decision, a patient was to be seen, after phone triage and subsequent Surgery access triage, all patients were seen in a dedicated room. Patients were staggered through the day in the one room to decrease risk of infection. If a patient had Covid they were not allowed in the Surgery and alternative locations were offered if they had to be seen; such as the Walk In Centre.

AC meets regularly with other Practice Managers across the Norwich PCN to discuss and work to address the current difficult situation within primary care.

Current performance figures presented and attached for information & Current Staffing

The Performance sheet accompanies these minutes for information.

Dr A Thorpe is continuing as a Locum GP currently.

6) **E-Consult**

It was acknowledged that e-consult does not suit every patient but those who are not able to access it are still able to call the surgery. Reception staff are trained to signpost patients via E-Consult, as they are on the telephone, to other primary care facilities if deemed appropriate, i.e. Walk-In Centre, Pharmacy. Following previous concerns from the PPG with regard to medication reviews, there has now been a button added to the E-Consult system to allow patients to undertake a medication review this way.

7) **Any Other Business**

- a) Terms of Reference to be reviewed in order for members to be more effective in their role of representing patients. Members would like to be more proactive within the surgery as circumstances allow. **Action: AC/CPS and for agreement of the group.**
- b) Induction/Orientation: it was suggested that a form of induction / surgery orientation would be useful for new members in order to understand how the practice operates. **Action: AC/CPS/SVW**
- c) Request for a GP Partner to attend PPG meeting. **Action: AC**
- d) Suggestion that members take a lateral flow test in advance of future meetings in view of continued concerns around COVID infection.

- e) NHS Health Checks – will be advertised as and when the surgery is advised these can resume. These are usually aimed at specific age groups of patients.
 - f) Request from a member, for a letter of thanks to Woodside Pharmacy for their continued hard works. The Pharmacy had asked if it were possible for prescriptions to be sent over (electronically) at more regular intervals rather than large batches twice a day. **Action: AC**
 - g) Concern raised as to the appropriateness of a mental health questionnaire sent out from the surgery via text (SMS). It was explained that this had been done at the request of the National Institute for Health Research, supported by OneNorwich and the Commissioners and had not been a surgery-based initiative.
 - h) Flu Jabs – are scheduled to take place from Mid-September. Clinics will be organised soon and information out to patients in the next few days.
 - i) COVID Booster Jabs – current being discussed across primary care as to how these will be administered.
 - j) Request for an update on current situation regarding patient access to medical records was asked to be placed on the Agenda for the next meeting.
- 8) **Date of Next Meeting – Wednesday 22nd September 1.0pm.**