

## 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 22nd September 2021, 1.00pm

### MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager) and Claire Penstone-Smith (Secretary); Dr Richard Hampsheir (Senior Partner)

**Patient members:** Wendy Howes, Ann Johnson, Bob Ledwidge, Lesley Longmuir, Rosemary Lowe, Cheryl Peel, Rick Scotcher, Tony Turrell.

#### **In Attendance for Item 7:**

Clinical Research Nurses - Julia Fromings Hill and Kirsti Withington-Powell.

- 2) **Apologies:** Mike Hidden, Tony Powell, Jean Turrell, Margaret Wooldridge; Sujata Vyas-Wakerley (Norwich PCN Patient Representative)
- 3) **Minutes of meeting of 4<sup>th</sup> August 2021** had been circulated and were accepted as a true record.
- 4) **Matters Arising:**
- a) **New housing estates:** AC had written to relevant councils. RS tabled information about a further housing proposal on Plumstead Road.
  - b) **Terms of Reference/Induction:** AC presented suggestions (attached to minutes) as to how best members can support the surgery. (To be discussed further at next meeting)
  - c) **GP Attendance at meeting:** Dr Richard Hampsheir present – see below.
  - d) **Woodside Pharmacy:** a letter of thanks had been sent.
  - e) **E-Consult** – to be covered at a separate meeting.
- 5) **GP Attendance:** RH confirmed the importance of the PPG to the surgery in holding it to account and putting forward ideas for improvement. AC keeps the Partners informed. He explained that since COVID primary care has needed to change how it worked amid an avalanche of needs of the population. It is acknowledged that face to face consultations are preferred by the majority of patients, but they are not always clinically needed. Currently it is the clinicians who decide when a face to face consultation with a patient is required following an initial telephone consultation.
- 6) **Surgery Matters**
- a) **Staff turnover** – it was confirmed that exit interviews are always conducted when staff leave.
  - b) **Walk In Centre** – a valuable resource which is available for signposting to by all Norwich GP Practices as needed.
  - c) **Contacting the Surgery** – over the last two years there has been a considerable increase in the ways in which patients can contact the surgery in order to free up the telephone lines for those unable to use online technology. However, with the surgery currently receiving approximately 400 calls to the surgery, a day contacting the surgery via telephone still presents frustrations for patients. This is acknowledged and attempts to rectify continue.

It must be appreciated that over and above the daily figure stated, over 14,500 additional calls had been received relating to securing the Covid Vaccinations on the current programme.

**Agreed:** AC to write an open letter explaining current situation to be put on the website, distributed locally (Parish Magazines) and given to PPG members. **Action: AC.**

- d) **Liaising with other One Norwich practices** – AC meets weekly with other Practice Managers across the whole of Norwich PCN to discuss and work to address the current difficult situation within primary care. The East PCN Managers are meeting 30 Sept at Lionwood and the telephone pressures would be discussed.
  - e) **Flu Jabs** – Drop-In Clinics and making online appts available have been considered by the practice. A question was raised as to whether the texting system used for booking COVID vaccinations/boosters could also be used to book flu jabs. AC explained that this was a different system purchased by OneNorwich for use exclusively with COVID vaccination clinics. **Action:** AC agreed to ask if this system could be used for booking flu jabs.
  - f) **Patient correspondence** – it was confirmed that all clinical correspondence received at the surgery relating to patients is scanned onto their primary care (GP) record.
  - g) **One ailment / one appointment** – it was confirmed that this is generally the rule, but each clinician may discuss further requests as time allows.
  - h) **Corticosteroid injections** – shoulder injections can be done at the surgery; others need to be referred to the orthopaedic triage clinic.
- 7) **Primary Care Clinical Research Nurses – Julia Fromings Hill and Kirsti Withington-Powell.** Employed by NCHC to facilitate research in GP Practices. Explained the type of research that can be undertaken, how it is undertaken and the benefits. Some via self-referral (advertised to the general public), some national (patients fulfilling certain criteria may be contacted directly, e.g. age groups), some via GP practices – reports run based on coding with patients being contacted directly. Contracts clearly written for each project. Current projects: Prodemos (Dementia prevention) & Principle (Covid related).  
More detailed information about research studies can be found at the NHS Health Research Authority <https://www.hra.nhs.uk/about-us/>
- 8) **Any Other Business** – included under (6)
- a) Event notifications received and circulated:
    - i) MX Community Pop Up Shop at 185 Drayton Road, Tues, Wed, Thurs to 30 September
    - ii) Broadland Older People's Partnership Public Meeting Friday 15<sup>th</sup> October.
- 9) **Date of Next Meeting.** It was agreed that more time was needed for future meetings. Terms of Reference/Induction regarding the future of the group (see Item 4b) to be discussed at this meeting. **Agreed: Wednesday 10<sup>th</sup> November 4-6pm** (*date amended from that mentioned at the meeting*).