

THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr I Nnene Dr K Dawson Dr A Prior

PATIENT PARTICIPATION GROUP

Meeting, Tuesday 18th January 2022, 12.30pm

MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Joe Bales (IT Manager), Claire Penstone-Smith (Secretary); Sujata Vyas-Wakerley (Norwich PCN Patient Representative)
Patient members: Mike H, Wendy H, Ann J, Bob L, Rosemary L, Cheryl P, Tony P, Rick S, Jean T, Tony T, Margaret W.

AC welcomed everyone and introduced Joe Bales, IT Manager, to the meeting.

Round the table introductions for all those present.

- 2) **No Apologies**
- 3) **Minutes of meeting 10th November 2021** had been circulated and were accepted as a true record.
- 4) **Matters Arising:**
 - a) (5) **CQC Inspection November 2021** – draft report received – the surgery remains as 'needs improvement'. Two headings out of the five are noted as 'good' while three headings noted as 'need improvement': It was noted that there had been significant improvements since the last inspection when breeches in Health & Safety and QOF had been noted. Two areas of continued concern are the low satisfaction rate in the patient survey and documentary evidence of medicines management. Both these areas are being actively addressed by the surgery.
 - b) (7c) **Cancellation and rebooking of appointments** – appointments can be cancelled by patients via the website. Rebooking of appointments can currently, only be done via the telephone.
 - c) (10) **Members Induction** - those that were able to attend found the afternoon very informative, building awareness and understanding of the day to day working of the surgery behind the scenes.
- 5) **Surgery Matters**

Jakub Lato, ECP (emergency Care Practitioner) recently started working at Thorpewood on a salaried basis.

The surgery has widened its search for GPs by offering GPs from abroad the option of an international sponsorship agreement which would see them being employed for at least a year.
- 6) **Moving Forward for the PPG** – document circulated and will be attached to these minutes. The following actions were agreed:
 - a) **Patient Survey** – in order to demonstrate to CQC that TMG is trying to improve access to the surgery, a further patient survey, (written in collaboration with HealthWatch) to be organised by HealthWatch, will take place on 8th & 9th February, in order to gain the views of patients

actually attending the surgery. PPG members invited to shadow Healthwatch members in order to carry out further surveys with patients on 10th & 11th February. **Action: CPS to organise.** Tony P, Rick, Bob, Anne, Rosemary, Mike, Tony T, Jean agreed to assist.

- b) **Dr Nnene, Positive Health Initiative – presentations online.** Invitations sent to specific groups of patients on aspects related to their health. The next topic is on diabetic control on 26th January. **Action: Joe. Rick and Tony P to be invited to attend. NB Wendy also expressed an interest in these sessions.**
- c) **Opt In / Opt Out Forms:** to be arranged at a later date.
- d) **E-Consult –** PPG members to explain to patients via monitors in the waiting room. Consideration be given to this after the next meeting which may depend on the outcome of item (6g).
- e) **Noticeboard for PPG Matters –** agreed would be a good idea. **Action: AC to allocate space.**
- f) **Dementia Friendly facilitation –** training to be arranged, possibly July. Bob interested. **Action:** For next meeting agenda.
- g) **New website/online consulting:** Contract with current provider ends in October. Commissioners will finance new system. Surgery Group + PPG representatives to look at alternatives. Joe and Andy have shortlisted 2/3 systems of those on offer. Mike, Tony P, Wendy, Rick, Cheryl – expressed an interest to be involved. **Action: JB/CPS to invite those interested to a meeting on 15th February.**
- h) **Development of a Facebook Page –** Surgery has agreed to run a pilot on this. **Action: Joe/Andy to meet with Ian (CCG) to discuss 3rd February and will feedback.**
- i) **Independent Chair / Clerk –** for further consideration.

7) **Any Other Business:**

- a) **Surgery Newsletter –** is currently in draft form. Will be put on website. Email / online message to be sent to patients directing them to website. Paper copies will be available in the surgery.

8) **Date of Next Meeting: Tuesday 1st March at 12.30pm.**