

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 8th June 2022, 12.30pm

MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Cat Dack (Operations Manager), Joe Bales (IT Manager), Claire Penstone-Smith (Secretary); Sujata Vyas-Walkerley (Patient Representative, OneNorwich Practices); Joshua Ball (Project Officer, HealthWatch).

Patient members: Mike H, Wendy H, Tony P, Margaret W.

New patient member; Sue L welcomed to the meeting.

- 2) **Apologies:** Cheryl P, Rick S, Jean T, Tony T, Bob L, Anne J.

3) **HealthWatch PPG Evaluation Project**

Andy welcomed and introduced Joshua Ball, Project Officer, HealthWatch to the meeting to give a short presentation.

“My role is Project Officer at Healthwatch Norfolk, this involves managing and running various projects that Healthwatch Norfolk have been commissioned to do. For the PPG evaluation project, I am the lead contact and will be looking to collect feedback from PPG members, Patients, and GP Surgery Staff.

The Norfolk and Waveney Clinical Commissioning Group (N&WCCG) have commissioned Healthwatch Norfolk to gather this feedback with the goal of understanding how PPGs, across Norfolk & Waveney, are doing and what the CCG can do to further support PPGs and Practices.

In terms of working with Practices and PPGs, we are hoping to conduct a few interviews with Practice Staff and PPG members, which can be done as telephone conversations or in person with the individuals who are happy to be involved. The way I see this happening practically will be through contacting those who have shown interest and scheduling a suitable date & time where I will be able to call/ meet with individuals and go through the questions we have.”

Regarding interviews with staff, Joshua confirmed that this is to ascertain their views about the role of the PPG at the surgery. Deadline for completion of the project is 22 August 2022. **Action: CPS** to obtain permission from members to pass their email to JB. PowerPoint presentation to be forwarded to members.

4) **PPG Independent Chair**

At the previous meeting it had been agreed an independent chair for the group would be sought but confirmed there would always be a member of staff present at the meetings. Mike Hidden had been proposed by Bob, seconded by Tony P and Cheryl P. There being no other nominations, all those present were in agreement with the proposal.

Mike then took the Chair and outlined his aims for the group which included:

1) each member to be respected and heard; 2) meetings be fun and enjoyable; 3) is for the benefit of patients; 4) to flag issues raised and find solutions.

5) **Minutes of meeting 12th April 2022** had been circulated and were accepted as a true record.

6) **Matters Arising:**

- **Facebook Update (JB):** staff and patient policies agreed by Partners and N&WCCG; currently in the process of creating page; hope to go live mid-July. It was emphasised that this was not to replace the website but to complement it. It would contain an official stream of NHS information for patients as well as promoting local services and current updates from Thorpewood. Its use will be closely monitored with a PPG member having access at some point in the future if deemed beneficial.
- **Noticeboard:** Put up in waiting area 1. Displays the last meeting's minutes and Age UK information. Anne in process of contacting local service providers for information. A research poster is in the process of being finalised.
- Outstanding from previous meeting: AC to look at getting generic PPG email address to advertise how to contact the PPG members. **Action: AC**
- **Telephone consultations:** CD confirmed the Communications Policy has been updated regarding telephone consultations. It was acknowledged that each telephone call / situation is different, each patient has differing needs and how a clinician works may depend on the patients' differing needs. There is no 'one size that fits all'. If it is noted on the patient record that consent has been given by the patient to leave a message, then a message can be left on voicemail to that number provided by the patient.
- **Telephone system:** Audit undertaken some while ago, however many factors determine how busy the phone can be and how long patients need to wait, e.g., weather, school holidays, bank holidays as well as the individual needs of patients calling. Staff are allocated accordingly as far as is possible. Later this month Jakub Lato (Emergency Care Practitioner) will take on the role of 2nd on call clinician, which it is hoped will help to alleviate telephone waiting time for patients. Suggestion that a 'standard' should be set by the surgery for the telephone operation which was agreed. Meanwhile, telephone wait times will be monitored more closely.
Action CD/JB, but the following should be noted:
Staffing: it takes at least 6 months to fully train reception staff.
Website: patients could find answers to queries on the website and / or via the online routes, e.g., footfall, E-Consult, email.
Action: JB More use of website for explanations of waiting times (Facebook could be used for this / new website intended to be more user friendly) .

Of note, AC/CD meeting phone company at the end of June.

- **E-Consult.** Confirmation that this is available 7am-8pm weekdays only. The standard currently set is that following receipt of an e-consult, the patient will receive a response by 6.30pm the following day to indicate when an appointment has been made or navigation to another solution.

E-consult is not available at weekends at present. However, if patients telephone the surgery out of normal working hours, an answerphone message will advise them who to contact depending on the query and / or degree of urgency.

In view of full agendas at PPG meetings, it was agreed a separate meeting for the be arranged on **Wednesday 13th July at 6pm** for a demonstration or how E-Consult works.

- 7) **Performance Update** – this will be circulated with the minutes. Members asked if it was possible to put these figures in context to allow comparison with other surgeries in order to obtain a benchmark. SVW agreed to ask at the PCN if this information was available in any form. However, because of the differing demographics across surgeries an accurate picture may not be obtained.

- 8) **Surgery Update:** new staff:

Dr Kumar works three days per week.

Deborah Bramham – new care co-ordinator, admin for long term conditions

To be appointed: specialist nurse prescriber for complex diabetes

New Nurse commences 4 July 22 – Emma Richardson

- 9) **Patient Survey** – AC reported a slight improvement following the Healthwatch independent patient survey, that the PPG assisted with. The survey focussed on the national survey, on the questions that the Surgery were performing poor. The below table outlines the results:

NATIONAL & Independent SURVEYS	YEAR 2020	YEAR 2021	Difference	Healthwatch	Difference
	National	National		Independent Feb 22	
Ease of getting through on phone	37%	38%	1% positive	51%	13% Positive
Satisfaction with appointments times available	41%	47%	6% positive	75%	34% Positive
Satisfaction with appointment offered	59%	68%	9% positive	82%	14% Positive
Patients who took appointment offered	86%	96%	10% positive	97%	1% Positive
Experience of making appointment good	40%	48%	8% positive	50%	2% Positive
Overall experience of Surgery	0.83	0.72	11% negative	0.73	1% Positive

- 10) **Long Term Conditions** – Reviews. Paper circulated prior to the meeting. Reviews will now be undertaken at the time of the patients' birth month. Care Co-ordinator (Deborah Brabham) has started – 100 appts made to date. Depending on the condition and review needed, these will be undertaken by either HCAs / PNs / GPs . The system will be fully reviewed after a complete year.

- 11) **Any Other Business**

- Removing incorrect information on a patient's record. Patients should write to the surgery who will then look into the matter raised. They will then consult with NHSX (who are part of the NHS Transformation Directorate) who will make a decision whether to uphold the request or not. Details can be found at https://www.nhsx.nhs.uk/information-governance/guidance/amending-patient-and-service-user-records/#service_user
- NHS App – a query as to who at the surgery receives messages sent via the App and how are they dealt with? **Action: JB**

- 12) **Date of Next Meeting:**

- E-Consult demonstration, Wednesday 13th July, 6pm.**
- Next PPG Meeting, Wednesday 20th July 12.30pm.**