

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 20th July 2022, 12.30pm

MINUTES

1) **Present**

TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Joe Bales (IT Manager), Claire Penstone-Smith (Secretary);

Patient members: Mike H (Chair) , Anne J, Bob L, Wendy H, Tony P,

Apologies: Susan L, Cheryl P, Rick S, Jean T, Tony T, Margaret W, Sujata Vyas-Walkerley (Patient Representative, OneNorwich Practices)

2) **Welcome:** Mike welcomed those present and thanked Andy for navigating the PPG thus far.

3) **Minutes of meeting of 8th June** had been circulated and were accepted as a true record with the following addition which had been omitted from the minutes:

Telephone Consultations: Regarding the length of time felt reasonable for patients to hold on the phone whilst waiting for it to be picked up, CD indicated that 20 minutes was reasonable and could be achieved with an extra member of staff on the telephones.

4) **Matters arising from the minutes:**

a) **Facebook:** JB advised that this went live on Monday 18th July. The Thorpewood page needs to be 'liked' and 'followed' to increase 'traffic'. Search for 'Thorpewood Medical Group'. JB working on digital screens at the surgery, posters and info for the website to advertise the Facebook page. It was noted that it will be useful as a community noticeboard and to reach a wider audience. JB plans to put up 1-2 posts per week. It will be interesting to see how its use develops. JB will be monitoring closely. Currently there is a page called 'Thorpewood Surgery' owned by the CCG which Joe will try and get taken down.

b) **Generic Email:** AC/MH to discuss the need for this further to clarify who would have access and for what purpose would it used. May be useful for further engagement. Protocol to be written on its use. **Action: AC/MH**

c) **Telephone System:** Since the last meeting CD/JB looked further into the system and established that various statistics /displays can be accessed. A goal 'waiting time' has been set and if the wait stays below 30 minutes a bar graph displays green, if it goes above 30 minutes it goes red. Further statistics to be accessed and it was agreed that these should be included in future Performance Information to give members a better understanding of its usage, eg average wait time, average number of calls, average call time, peak times.
Action: JB/CD/AC

It was noted that outgoing calls from the surgery between 8-9am may be made by health professionals undertaking medical / medication reviews but these are not reception staff who would be taking incoming calls.

- d) **Econsult:** All members who attended found the demonstration on 13.7.21 very useful. AC indicated he would be happy to repeat this for members in a few months' time and / or other local community groups. Anne & Susan had not been able to attend the demonstration but indicated they would like to be shown this. AC happy to arrange this.

Approximately 100 Econsult requests received at the surgery daily. Mike had noted that the programme was written by doctors and that 5200 surgeries nationwide were using this system.

Request for AC to obtain statistics from Econsult for the week prior to the next meeting. A

'Key Facts' document about the Econsult system would be compiled for members. **Action: AC/MH**

- e) **NHS App:** There is the facility on the app to make contact with a patient's surgery. For Thorpewood patients the names of the scanning team appear on the app. JB confirmed that any message sent this way is picked up by the team whichever person the message is sent to. It is unclear as to the incidence of usage of the app to communicate with the surgery and if those members of staff had given permission for their names to appear. **Action: JB**

Mike indicated the need for the PPG to gain a better understanding of **all** avenues by which patients are able to access / contact the surgery. **Action: AC/MH**

- 5) **Group Consultations:** Presentations (one hour) online by Dr Nnene, on the topics of diabetes and mental health, to groups of invited patients. The purpose of the mental health sessions are to give patients the tools they need to help themselves manage their worries and anxieties. TP had attended the course of three presentations on mental health as a member of the PPG and found them very informative. It was unclear to him how many people attended the sessions and noted limited opportunity for two way communication. He concluded that the sessions sent a positive message to patients. AC reported that a decision on further sessions was to be discussed.

- 6) **Performance Update:** this had been circulated to members.

AC confirmed there were two GPs interested in coming to work at Thorpewood. It was noted that Dr Kumar has decreased his days from 3 to 2 per week. A request was made to include 'staffing' as a regular agenda item. **Action: CPS**

The decrease in the patient list was noted. Members asked if it was possible to find out the reason patients change surgeries. **Action: AC/JB** to look at system to see if there is a way to extract this information, though thought probably not.

- 7) **Norfolk & Waveney Clinical Commissioning Group – now Norfolk & Waveney Integrated Care Board.** A link to a short video about the new Integrated Care Boards had been circulated to members. A representative of the ICB to be invited to attend the next meeting to talk about this to give a local overview. **Action: CPS**

- 8) **Flu Campaign:** Vaccines due to arrive at Thorpewood the week beginning 3rd October. Flu Clinics will be organised at the surgery on the following seven Saturdays. Appointments will be available to book from August 1st for over 65y and priority groups as previously. Opportunistic screening will also be undertaken at these appointments by clinicians. The logistics of contacting patients to be discussed further but this will probably be via telephone and text. When agreed will be posted on website and Facebook.

AC would welcome members of the PPG to assist at clinics. He also hoped to invite local organisations to attend, eg Age UK, Dementia Friends.

- 9) **Covid Boosters:** will be organised at hubs, with people attending these as previously, except for housebound patients and care homes. Logistically not possible to organise at Thorpewood nor felt safe to administer flu vaccine and Covid boosters at the same time. Patients will be informed appointments are available as previously by the surgery and / or by National Booking System.
- 10) **Recruitment of PPG Members:** AC/MH to write a discussion document to circulate to group.
Action: AC/MH.
- 11) **Any Other Business:**
- a) **IAS/WIC:** Statistics for the use of IAS (Improved Access Service at Roundwell & Lionwood Surgeries) and WIC (Walk-In Centre in Norwich) by Norwich based patients were requested by members. **Action: AC**
 - b) **Individual experiences / concerns** of healthcare within the immediate locality should be discussed with Mike in order to give him a better understanding of situations and as to how best the PPG and / AC may be able to help address these.
 - c) **Referral Acknowledgement:** An enquiry was made as to whether confirmation that a referral to secondary care had been received could be sent to patients. **Action: AC** to ask at forthcoming Practice Managers' meeting if this was normal practice.
 - d) **Strategic Planning** – to assess impact of new houses being built in the area. **Action: MH** to speak with Susan (as a member of Broadland Planning Committee).
 - e) **HealthWatch PPG Survey:** all those present agree to their emails being passed to HealthWatch (noted this has been done previously for those involved in the patient survey).
 - f) **JB Attendance at Meetings:** JB agreed he was happy to attend meetings if there were relevant agenda items and members felt this would be helpful
- 12) **Date of Next Meeting: Wednesday 14th September at 12.30pm.**
Consideration of changing the day / time for forthcoming meetings to be discussed at the next meeting.

It was agreed to align the group with the ruling in place at the surgery regarding COVID precautions (wearing of masks / testing). Claire to advise members of this in advance of the next meeting.