

# THORPEWOOD MEDICAL GROUP

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

## PATIENT PARTICIPATION GROUP

Meeting, Wednesday 19<sup>th</sup> October 2022, 12.30pm

### MINUTES

1) **Present**

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

**Patient members:** Mike H (Chair), Wendy H, Sue L, Bob L, Cheryl P, Rick S, Jean T, Tony T.

**Patient Representative, OneNorwich Practices:** Sujata Vyas-Walkerley

**Apologies:** Anne J, Tony P, Margaret W + Joe Bales (TMG)

2) **Norfolk & Waveney Integrated Care System (N&WICS)**

Presentation by Rebecca Champion, Communications & Engagement Manager. This will be circulated with the minutes.

The Health & Care Act 2022 introduced new legislative measures that aim to make it easier for health and care organisations to deliver joined-up care for people who rely on multiple different services, building on earlier recommendations by NHS England and NHS Improvement. This has now taken the form of 42 Integrated Care Systems (ICSs) across England and are made up of hospital, community and mental health trusts, GPs and other primary care services with local authorities and other care providers.

In Norfolk & Waveney, the N&WICS comprises 5 Integrated Care Boards (ICBs) - the new statutory organisation bringing the NHS and partners together locally to improve population health and care (formally CCGs) + 8 Integrated Care Partnerships (ICPs) who are responsible for agreeing an integrated care strategy for improving the health care, social care and public health across the whole population and which covers the eight District Council areas. They will work to address the wider determinants of health, such as employment and housing.

Rebecca highlighted the live link to 'Patient Voice in Primary Care', the work of Healthwatch and awareness of wider forums for sharing best practice. She also mentioned how CQC, in their current advice and guidance for healthcare providers, are now encouraging the patient voice to be heard.

Following the presentation, due to time constraints, it was agreed that any questions from members about the ICS should be sent by email to CPS for the attention of Mike. Rebecca indicated she would be happy to attend a future meeting in person, if requested.

Andy / Mike, thanked her for the very helpful presentation.

3) **Welcome:** Mike then welcomed everyone formally to the meeting.

He would like to set dates for meetings for the whole of the year and will circulate 2023 dates in due course. He would also like to circulate reports relevant to agenda items with the agenda in order that these can be read by members prior to meetings. (MH)

4) **Minutes of meeting of 20<sup>th</sup> July** had been circulated and were accepted as a true record.

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

- a) **Facebook:** Not a lot of activity. Continue to raise awareness among patients for current update messages from the practice.
  - b) **Generic Email:** To be set up in line with the practice Communications Policy. A disclaimer to be included to ensure the email is not seen as an additional way to access the surgery for general enquiries, patient complaints etc. **Action: MH/AC/JB**
  - c) **Telephone System:** availability of statistics - defer to next meeting. **Action: AC**
  - d) **NHS App:** clarification of how messages sent via this route are picked up. Defer to next meeting. **Action: JB**
  - e) **Patients leaving the surgery:** patients are entitled to leave and register with GPs as they wish, generally with no questions asked. It was acknowledged that long term patient numbers could affect the finances of a GP practice. It was agreed that the practice should be focussing on understanding patients' difficulties and how the practice can do things better to improve rather than the reasons for patients leaving the practice.  
Concerns had been raised about the service provided by Thorpewood at the time of the GP National Survey but many improvements had been made since then and the surgery is now receiving more positive feedback direct from patients and via the HealthWatch website.
  - f) **Walk-In Centre:** Each surgery in the Norwich Neighbourhood is allocated a certain number of consultation slots at the Walk-In Centre, and the number of those slots used is monitored. For the year January 2021 – January 2022, Thorpewood had not exceeded its allocation.
  - g) **Referral acknowledgements:** CPS explained there are many different pathways used for patient referrals to specialists. When patients are referred via the Electronic Referral System (ERS) formerly 'Choose and Book' the patient is notified by the surgery, in the majority of cases, that a referral has been completed.
- 6) **Patient Access to the Surgery:** MH reported that he is currently trying to map all the different access routes for patients contacting the surgery. When this is complete, he will circulate to members. **Action: MH**
- 7) **New Website:** In JB absence, AC reported this is now up and running. Members were thanked for their input. MH asked for thanks to be passed to JB for his work on this.
- 8) **HealthWatch:**
- a) Video interviews: TP and AC had been interviewed. No feedback received to date.
  - b) Digital Health Hub: MH & TP had attended. This was an initiative by Norfolk Libraries to assist members of the public in accessing health information electronically. However since COVID the number of volunteers recruited to assist in this had fallen. It was suggested an advertisement for volunteers could be instigated by the PPG. **Action: MH/JB**
- 9) **Performance Update;** circulated with the agenda.
- 10) **Staffing Update:** see Performance Update. AC indicated he is constantly on the lookout for GPs but with a national shortage this is not easy.
- 11) **Recruitment of PPG Members:** MH working on framework on which to base this.

**12) Strategic Planning – New Housing in Broadland**

Planning policy for new housing does not have to take GP provision into consideration. Government policy indicates that in the event of new housing it may provide more funds to current surgeries. It was agreed to consider approaching ICB (Integrated Care Board) and request they back a campaign for more GP availability in the Broadland area in view of considerable new housing in Thorpe/Rackheath. A local MP has recently started such a campaign and interested people can join at [signup.backourcampaign.co.uk/Norwich-gp-appointments](http://signup.backourcampaign.co.uk/Norwich-gp-appointments). **Action: MH**

**13) Flu Campaign**

Considered inadvisable for PPG members to be present at Flu Clinics because of the increased risk of COVID for patients and staff.

One member suggested further explanation was needed regarding a questionnaire patients were asked to complete at the Flu Clinic. An updated sheet was being handed to patients asking for contact details update, their ethnicity, smoking & drinking status. The first item is very useful as people get new phones but do not update the Surgery. So this is safe and efficient practice. The others are related to NHS performance measures placed in every Surgery to complete every year. The Surgery is required to obtain this information each year and use of forms at the Flu clinics are ideal audiences for those patients without mobile phones or computers.

**14) Any Other Business**

- a) **UEA Research** – an email had been passed to the group via SJW from the UEA Faculty of Medicine and Health Sciences, who were looking for members of the public to help with their research into why patients attend A&E instead of other NHS Services. The email had been forwarded directly to members. Members were asked to respond directly (copying in CPS) if they wished to take part.

**15) Date of Next Meeting: Wednesday 30<sup>th</sup> November at 12.30pm.**