

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 18th January 2023, 12.30pm

MINUTES

1. **Welcome** – MH welcomed everyone to the meeting. It was noted that Andy Cutting had now left the surgery, and in his absence was thanked for all his work with the PPG in moving it forward. Cat Dack, has taken up the post of Acting Practice Manager and was welcomed to the meeting.
2. **Present**
TMG (Thorpewood Medical Group) Members: Cat Dack (Acting Practice Manager); Claire Penstone-Smith (Secretary);
Patient members: Mike H (Chair), Wendy H, Anne J, Bob L, Cheryl P, Tony P, Rick S, Jean T, Tony T. Also present: Sujata Vyas-Walkerley (Patient Representative, OneNorwich)
Apologies: Patient Members: Sue L, Margaret W; **TMG:** Joe B.

Margaret was not always able to attend meetings because of lack of transport. Bob kindly offered to pick her up in future and CPS will inform her of this. **Action: CPS**
3. **Minutes of meeting of 30th November 2022** had been circulated and were accepted as a true record.
4. **Matters arising from the minutes**
 - a. **Telephone system:** MH had spoken with JB about this report. JB has agreed to look further at the system to ascertain what further meaningful data can be obtained. **Action: JB**
 - b. **Telephone numbers:** all those present happy to share their telephone numbers amongst members. **Action: CPS** to send list around.
5. **Patient Access to the Surgery**
MH has completed a summary of the different routes of communication patients have to the surgery. He will share with CD to ensure there are no errors or omissions and will then share with members.
Action: MH/CD
6. **Surgery Update**
Performance update to 31 December 2022 had been circulated.
Concern re drop in patients by 12% since 2021. Questions raised:
 - a. **Complaints/Compliments.** MH requested a breakdown of the complaints and compliments to ascertain their general content. Leaflets informing patients how they can raise concerns / make compliments are available at reception. Patients can also do this via the Thorpewood and NHS websites.
 - b. **Request to know the relationship between the number of patients registered and number of appointments available.**
 - c. **Staffing:** request to know the number of clinical hours available for appointments.

Action: CD/MH to discuss about questions further.

7. Communication

a. **Website Banner / Noticeboard(s) / Digital Screens /**

To be kept up to date. **Action: AJ** to liaise with MH/JB as necessary.

b. **Generic PPG Chair email address**

Needs clarity / disclaimer as to what this should be used for, ie not for individual complaints.

Action: MH/JB

8. HealthWatch Norfolk – PPG Evaluation

MH had circulated a summary of this document – see attached. Members supportive of the objective to work with the ICB (Integrated Care Board) to promote and develop further the work of PPGs within primary care. After discussion the following points were raised.

- a. **Website** – promote PPG – role of.. and access to ... - link now on front page. Consider re wording – see toolkit.
- b. **ICB** – invite Rebecca Champion (? Engagement Manager) to next meeting to outline next steps for ICB. They may be looking at producing a toolkit to be used as a central resource for PPGs. Request for PPG representation on ICB. Meeting of Chairs of PPGs with ICB would be useful to share experiences.
- c. **Communication with Partners / Staff** – request to alert partners to concerns / discussions of PPG. Formalise communication between PPG and Partners. CD to meet partners weekly (Tuesdays), she will bring PPG minutes to their attention. **Action: CD**
- d. **Email patients:** suggestion to email patients to make aware of PPG and include link to minutes on website. **Action ?**
- e. **Improve communication between surgery / patients / PPG:** suggest drop-in at surgery every two months. Could include local groups attending. PPG members could attend local groups to promote PPG / Surgery. Thorpe St Andrew Town Council. Social Prescribing.
- f. **Newsletter:** to include information about PPG / promote drop-in. **Action CD/CPS**
- g. **Terms of Reference** – for appointment and length of office of Chair, members to give some thought to this.

9. Any Other Business

- a. **Car Park** – sometimes difficult to park. Patients in waiting room not always indicative of number of patients in the surgery / pharmacy.
- b. **Named GP** - a patient will be given a 'named GP' when they register but this is not necessarily the GP they will see.
- c. **Telephone appts** - request that patients be given an indicative time for a call, ie am or pm. **Action: CD**
- d. **Practice based queries from PPG members:** can be raised in a number of ways – meetings / minutes / direct to the chair. CD may be able to answer questions at meetings if she is in attendance.
- e. **Thinking Ahead Yellow Folder** - members made aware of this documentation being used across Norfolk & Waveney to support conversations about future care planning.

10. **Date of Next Meeting:** Wednesday 8th March 2023