

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 8th March 2023, 12.30pm

MINUTES

1. **Welcome:** MH introduced Rebecca Champion from the ICB and welcomed everyone to the meeting.

2. **Attendance:**

TMG (Thorpewood Medical Group) Members: Donna Hewett (Finance Officer); Claire Penstone-Smith (Secretary);

Patient members: Mike H (Chair), Wendy H, Bob L, Tony P, Tony T, Margaret W.

N&W Integrated Care Board:

Rebecca Champion, Communication & Engagements Manager - Partnerships

Apologies: Patient Members: Anne J, Cheryl P, Rick S. **TMG:** Joe B, Cat D; Sujata Vyas-Walkerley (Patient Representative, One Norwich)

Resignation: MH informed members, with regret, of the resignation of Sue Lawn.

3. **Presentation: Supporting PPGs in Norfolk & Waveney. Copy of slide presentation attached.**

Rebecca gave a brief overview of the new Integrated Care System covering Norfolk & Waveney (1.1m people), which began in July 2022 with a budget of £2.2bn.

New to the ICB, since her last presentation to the PPG in October 2021, is the Patients and Communities Committee, which comprises 12 members from the ICB and other partnership organisations and includes a primary care representative. The first meeting, held on 23 January 2023, was held virtually via MS Teams and was also streamed with members of the public invited to attend. Future meetings may be held in person or virtually and members of the public are welcome to attend. Links to meeting papers and recordings are contained in the attached slides. There may be further recruitment to the committee from local groups in the future.

N&W ICB has created a 'People & Communities Hub and Approach Document' and are keen that 'People and communities tell their story or lived experience once and it is heard by everyone' rather than having to be given repeatedly. RC emphasised that all feedback is valued and that PPGs can play a key part in this.

PPG members felt it would be useful to have a PPG representative on the ICB as well as the Patients and Communities Committee.

Following publication of the HealthWatch N&W PPG Evaluation and the PPG Toolkit, the ICB is developing ways to support practices as well as looking to PPGs to share their own innovative ways in patient engagement in order for a centre of excellence to be created. Five key recommendations resulting from the report have been adopted by the ICB – *Promotion, Recruitment & Communication; Forums; Recognition; Evidence; ICB Contact* (see attached).

PPG members felt it would be helpful for the ICB to develop generic templates for the recruitment of PPG members and terms of reference which could then be individualised.

- a. A member asked about the 'Thinking Ahead' campaign. The document entitled 'Thinking Ahead – My Wishes For My Advance Care Plan' is available on the Knowledge Anglia website and was published in October 2014 (NHS. Norfolk & Suffolk County Councils).
<https://www.knowledgeanglia.nhs.uk/LinkClick.aspx?fileticket=t6UdOPRRVfg%3D&portalid=1>

It is recommended that this is used alongside the 'Respect' form – see guidance attached to these minutes.

- b. Digital information – the ICB is leading on a piece of work regarding the publication and highlighting of digital information and the platforms on which they may be made available to the public.
- c. Rebecca indicated that she was happy to receive any further comments / requests for assistance about patient engagement.
- d. Rebecca highlighted a Glossary of Terms / Acronyms available on the ICB website <https://improvinglivesnw.org.uk/about-us/website-glossary-of-terms/>

4. **Minutes of meeting of 18th January 2023** as circulated were tabled and accepted as a true record of the meeting.

5. **Matters arising from the minutes**

- a. **Telephone system:** CD report highlighting average waiting times of 20 minutes, was tabled and accepted and attached to these minutes. The operation of the telephone system, reports and waiting times would continue to be monitored.
- b. **Telephone appts:** the surgery is working towards more face to face appointments so the need to allocate a morning or afternoon call is lessening. However, it would be helpful to provide patients with a narrower window when possible.
- c. **Patient pathways into the surgery:** MH to circulate draft document with the minutes for discussion at next meeting. **Action MH. Copy attached.**

6. **Communication**

MH & AJ have discussed different means of communicating information to patients, eg noticeboard, website, Facebook etc. AJ to ensure these are refreshed and kept up to date. The PPG Chair email address to be included on the banner on the website with a disclaimer about email content. Further discussion to take place as AJ not at the meeting. **Action: MH/AJ/CD/CPS**

Text (SMS) appointment reminders appear somewhat random. This could relate to patient preferences / consent on their record. **Action CPS/CD/DH to clarify.**

7. **Surgery Update**

DH confirmed that the Partners appear to be happy with CD's current position as Acting Practice Manager. DH confirms that CD and herself hold regular meetings with the Partners.

Further updates and performance data will be available at the next meeting.

8. **Consultation on general practice services – Have your Say (24 Jan – 26 March) –** Norwich Walk-In-Centre and GP Practice, Rouen Road. Agreed that it was an imperative resource for Norwich as closure would likely result in increased usage of A&E.

Action: All members were encouraged to respond individually and MH to do a group response on behalf of the PPG – all members to pass their thoughts and comments to him.

9. **Accessing primary care with digital tools –** members were encouraged to respond directly to this request from HealthWatch (sent via email). **Copy attached.**

10. Any Other Business

- a. A press story had been noted, indicating GP practices could no longer ask patients 'to call back the next day for an appointment and that if an appointment was requested it should be made at the time of the call, for the following day, if appropriate.
Action: DH to alert CD to this and the situation clarified by the next meeting.
- b. A recent press story highlighted the voluntary closure of a surgery. In the unlikely event of this happening at Thorpe Medical Group, the ICB would take action to ensure continuity of service.
- c. Change of medication requested by the hospital. It was requested that patients should be made aware if a change takes place. **Action: CD**
- d. A member asked if the record of a patient with a disability (eg hard of hearing, partially sighted) indicated this, in order for anyone in communication with that patient to be aware. This information was normally available but maybe not immediately visible on accessing notes. **Action: CD to confirm.**
- e. Covid Boosters – the surgery is aware of the Spring Campaign and are awaiting further details.

11. Date of next N&WICB (Norfolk & Waveney Integrated Care Board) 'Patients and Communities Meeting' Monday 27th March, 3-5pm. This meeting is being held virtually. All welcome. Further details can be found at : <https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/our-icb-meetings-and-events/>

12. Date of Next PPG Meeting: Wednesday 19th April 2023 at 12.30pm.