

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Remote Meeting via 'Teams' on Wednesday 31st March 2021, 1.00pm

MINUTES

- 1) **Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Carol Postle (Patient Services Manager) and Claire Penstone-Smith (Secretary). **Patient members:** Wendy Howes, Mike Hidden, Ann Johnson, Lesley Longmuir, Rosemary Lowe, Cheryl Peel, Tony Powell, Rick Scotcher, Jean & Tony Turrell
- 2) **Apologies:** Rick Scotcher, Margaret Wooldridge. Caroline Williams – HealthWatch
- 3) **Minutes of meeting of 17th February 2021** had been circulated and were accepted as a true record with the addition of Rick Scotcher on the members present.
- 4) **Matters Arising:**
 - a) **E-Consult** - standardisation of GP call-back procedure.
It has been agreed with the clinicians that they will call a patient back twice at least, allowing at least 5 rings for each call. If there is no reply on the second call they will leave a message or send a text.
 - b) **Footfall** - does have the option to make a general enquiry. It is turned off across all practices in the CCG area from Friday to Monday at present, but E-Consult is still available for Thorpewood unless there are software upgrades.
 - c) **PPG Independence** – it was agreed that this should wait for further discussion when the group was able to meet face to face.
 - d) **Resilience** – vulnerable person initiative. Doctors session with NSFT (Norfolk & Suffolk Foundation Trust) to learn more about this initiative on 27th April. This will also include information about social prescribing. Thanks to Tony Powell for his list of possible clubs/societies.
- 5) **Performance, including COVID-19 Vaccine Programme**
Patient list dipped by 100 over past 3 months
QOF – chronic disease reviews - finished at 76% - not good, but acknowledged difficult circumstances. Four complaints and compliments. No clinical complaints.
62% of patients on repeat medication, this means 24 repeat prescriptions issued every day of the year. 7000 patients had COVID jabs, 1000 which have had second dose. Total of 74,000 across the CCG. Further performance details on attached sheet.
- 6) **Surgery Update**
 - a) **Staffing** – one practice nurse has left to go to another surgery. Currently practice nurses are Caroline, Susan and Sam + Leanda (practice/community). Dr Carlile has left to work nearer home – hoping to employ replacement with two extra sessions. Locum to cover until appointment.

- b) **Prescription Clerk / Receptionist** – appointed to assist with prescriptions three sessions per week.
 - c) **Surgery Structure**
Carol (Patient Liaison) leaving in April – she thanked all members for their contributions to the practice and the group over the years she has been here.
Louise (Business Manager) retiring in May.
Opportunity to review the staffing structure of the surgery. This has been agreed with the partners and will be discussed with the staff.
- 7) **Dementia Research Study**
Surgery has signed up to a research study specifically targeted at patients of a certain age and which will involve an app on their mobile phone. Awaiting further details to find out more.
- 8) **Any Other Business**
- a) Medication reviews – can be requested when requesting repeat medication and /or via e-consult.
 - b) Re-opening of main desk – all surgeries will be notified by the CCG when it is deemed appropriate for this to happen.
 - c) E-consult – request from members to be shown how this works and how to make a simple request.
Agreed: to show how to do this at the next meeting.
 - d) COVID 2nd jabs – three dedicated staff to make these appointments as and when they are made available to the surgery. Also staff coming in on a Saturday to phone patients.
 - e) Blood tests – booking – by phone or request via e-consult. **Action: AC to check if these can be booked online.**
 - f) Sharps boxes: where to dispose of? **Action: AC to check.**
 - g) Concern raised about decrease in number of patients registered. This can be for a number of different reasons. Is it possible to ask patients why they are leaving? **Action: AC to check.**
 - h) Sujata Vyas-Walkerley – One Norwich Alliance – Patient Representative – be invited to the PPG when the group is able to meet face to face.
- 9) **Date of Next Meeting:** Wednesday 28 April at 1pm, remotely.
(Postponed to Wednesday 12th May at 1pm, remotely).