

THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr I Nnene Dr D Carlile Dr K Cudmore
Dr S Taramanis Dr A Prior

PATIENT PARTICIPATION GROUP

Wednesday 23rd September 2020, 1.00pm at Thorpewood Surgery

MINUTES

Present: TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Carol Postle (Patient Services Manager), Claire Penstone-Smith (Secretary). **Patient members:** Wendy Howes, Lesley Longmuir, Cheryl Peel, Rick Scotcher, Jean and Tony Turrell.

- 1) **Welcome** – Andy Cutting, Practice Manager, welcomed everyone to the meeting, in particular new member Cheryl Peel. He gave a brief overview of his previous roles with the police force and the NHS.
- 2) **Ean Newberry** - Andy paid tribute to Ean Newberry, who had sadly passed away recently. Andy explained that although he had not known him personally, he had been told that Ean had been a very loyal and well respected member of the group and paid tribute to his commitment to the PPG and the practice for many years. He will be sadly missed.
- 3) **Apologies:** Margaret Wooldridge (Patient)
- 4) **Minutes from last meeting.** The minutes of the meeting of 8th January 2020 had been circulated and were accepted.
- 5) **Matters arising from the minutes:**
 - a. **Name of Group and Terms of Reference** – AC proposed the name of the group be returned to **Patient Participation Group** as he believes this better reflects the terms of reference of the group which was in line with the National Association of PPGs. **Agreed.**
 - b. **Surgery Overview** – Since the last meeting the country and NHS have undergone massive changes and difficulties following the coronavirus pandemic. The surgery had been operational throughout and currently is working within strict pandemic guideline. Patients are now more confident about contacting the surgery and there is considerable demand for its services.

Access for patients is via telephone, email and Footfall (website). All clinical needs are triaged and face to face (F2F) consultations are booked if deemed necessary by the clinicians. Some days calls in and out of the surgery can total in excess of 400.

Cytology, childhood immunisations and blood tests continue to be undertaken. Care Homes are being looked after via telephone consultations. Home visits are undertaken as necessary. Consideration to video consultations is being given. All GPs have been working throughout the pandemic, some from home depending on individual circumstances.

Improved Access Service (an overflow system for the surgery) – is now operating again with patients being given an appointment time for a telephone consultation.

The Walk-In Centre is open and seeing patients.

Home Visits are undertaken by GPs as necessary but these can also be requested via the Home Visiting Team who report back to the surgery. TMG have requested this service be continued.

- c. **CQC (Care Quality Commission)** visited in February 2020 and rated the surgery as 'Requires Improvement' particularly in the following areas:

- i. **Asthma recalls** (exception reporting)
- ii. **Vaccines** – some out of date
- iii. **Fire Safety Assessment** – out of date.
- iv. **Patient Survey** – overall satisfaction 54% (average = 86%). An inhouse patient survey carried out subsequently showed improvement.

An Action Log for the above has been created noting actions taken as necessary. CQC will return again in 12 months (from original visit).

(NB – we should like to note our thanks for Wendy Howes for her support in talking to the inspector on the date of the inspection).

6) **Practice Update**

- a. **Staffing: 7 GPs** – 4 partners and 3 salaried (6 part-time); **2 ANPs** – FT; **2 Practice Nurses (+ 1 joining October); 3 HCAs; Phlebotomist .5 FTE**
- b. **Performance** – AC presented a table giving an overview of the following: numbers on patient list, compliments, complaints and significant events. This table also included details on: QOF (Quality and Outcomes Framework) achievement currently at 50% at 6 months; DNAs (Did not attend [appointments]);

Current repeat medication prescriptions processed number 8812 for the current year (from April 2020). 63% of patients are on repeat medications. Three was currently how medication reviews are undertaken: 1) telephone consultation 2) Raised with GP by prescription clerk 3) Clinical Pharmacy employed here for 3-4 months 4) Telephone consultations on Saturday mornings with Dr Burrows.

Appointments: demand at the surgery and across the country has been overwhelming for the past 1-2 months and is continuing.

Footfall: this facility currently enables patients to make direct contact with the surgery via the website with both admin, prescription and clinical queries. An alternative system **E-Consult** which has been developed by GPs for GPs is being considered to enable access via the website to work more efficiently. PPG members will be sent links to a dummy site to trial this for the surgery.

Action AC/CPS

7) **Any Other Business**

- a. **Telephone system:** it was acknowledged that the current message and queuing system was not satisfactory. This is currently being looked at in order to make it more appropriate for the current situation. **Action: AC/CP.**
- b. **Flu Campaign:** Saturday clinics will start on 3rd October for patients over 65 and those 18-64y with long term health conditions. Childhood flus are also being undertaken. The surgery awaits further National Guidance with regard to flu vaccinations for 50-65y patients.
- c. **Newsletter** – to be distributed as widely as possible with a call for new members to the PPG.

8) **Date of Next meeting:** Wednesday 11th November at 1pm.