

## **PATIENT PARTICIPATION GROUP**

**Meeting, Wednesday 6<sup>th</sup> September 12.30pm**

### **DRAFT MINUTES**

**1. Welcome:**

MH welcomed all members and our visitor Rob Palmer who joined the meeting in view to possibly becoming a PPG member.

**2. Attendance:**

**Patient Members:** Mike H (Chair), Rick S, Bob L, Tony P, Anne J, Cheryl P.

**TMG (Thorpewood Medical Group) Members)** Cat D (Acting Practice Manager) Elizabeth D (Secretary) Joe B (IT Manager)

**In attendance:** Rob Palmer (Patient)

**Apologies:** Wendy H, Tony T, Jean T

**Minutes from the meeting of 19<sup>TH</sup> July accepted as circulated.**

**3. Matters Arising from the Minutes:**

- a. **Patient Pathways:** Cat confirmed Econ is the best pathway.
- b. **Patient Personal Information:** Confirmed updated on Facebook/Website but yet to be put on PPG Notice Board. DNA's to be put on PPG noticeboard also. **Action: AJ/JB.**
- c. **TMG Guidelines:** Still in question as to whether to put on noticeboard further discussions needed. **Action: CD/JB**
- d. **Patient Survey:** This is still being compiled. Discussion had on what questions should be used and how many, consensus was 6-7 multiple choice questions with one being the reason for missed appointments. Partners will be asked if any questions they would like included. PPG to do the survey at more than one Flu clinic which will give a demographic range in age from 18 upwards. Also, a suggestion to do a weekday which Bob is happy to do. This will be formulated and sent out to the PPG over next few days with any feedback to be given as soon as possible. **Action: MH/CD.**
- e. **Meeting of PPG Chairs:** Mike confirmed next meeting was taking place at TMG on the 27<sup>th</sup> of September 2023.
- f. **PPG Recruitment:** There has been a suggestion given to the ICB for a country wide add to be given to all surgeries. This is ongoing and will be discussed at PPG meeting in October. One to be put together for TMG to be then put on noticeboard/Facebook. **Action: MH/JB.**

- 4. Staffing Update:** Dr Vicky Bellamy who is newly qualified and trained in London started on Monday 4<sup>th</sup> September and will be doing 6 sessions a week on a Mon, Tues & Thurs. Dr Bellamy does not have a speciality but there is a possibility of future training. She will not have clinics for 2-3 weeks due to orientation/administration needs. Dr K Dawson to return from maternity leave on

Thursday 14<sup>th</sup> September working 2 sessions a week on a Thursday. Louisa our receptionist /HCA is leaving on Thursday 14<sup>th</sup> September whilst a new HCA will be joining the practice on the 23<sup>rd</sup> October 2023.

## 5. Any Other Business

- a. Cat D will still be standing in as acting Practice Manager. Meeting with Partners raised the fact there is going to be changes moving forward by CQC so for now things to stay as is.
- b. Dr R Hampshire & Dr S Ranasinghe still the only 2 Partners, to be reviewed in future. Not normally offered to new GP's until at least a year into their employment.
- c. Aware CQC can attend at any point and improvements are being made across the board and are on-going.
- d. Discussion regarding wait time at the front desk and how this can be improved. Noted that administration queries can lengthen the time patients are waiting and how could this be overcome. Possibility of another system used for administration queries. **Action: JB**
- e. Music when waiting on hold to be possibly changed. **Action: CD**
- f. Autumn Covid Booster vaccination clarity. This will be looked into so patients can be made fully aware once final decision has been made by NHS England. To be put on TMG Facebook page **Action: CD/JB**
- g. Positive feed back by PPG member regarding receptionists.
- h. If TMG Guidelines were put on noticeboard that abbreviations would need to be explained to make it clear, suggestion to include "please see receptionist if unsure".
- i. Contact has been made from Norfolk Libraries regarding their offer to help patients navigate the NHS app in the surgery. Cat happy for this to happen. **Action: CD/JB to organise**
- j. DNA's have fallen since the cancel button has been added to text reminder.

Thanks was given to all who attended.