

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 18th October 12.30pm

MINUTES

1. Welcome:

MH warmly welcomed everyone to the meeting, in particular Rob Palmer, the newest patient member of the PPG and Donna (Receptionist), as an observer.

MH had recently met with Drs Bellamy and Dawson and welcomed them to TMG on behalf of the PPG.

2. Attendance:

Patient Members: Mike H (Chair), Rick S, Bob L, Tony P, Tony T, Jean T, Rob P

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

Apologies: Anne J, Cheryl P, Sujata (One Norwich)

3. Resignation:

Wendy H has sadly resigned from the PPG. Mike H has written to her on behalf of the PPG and Partners thanking her for her committed help as a founding member of the PPG since 2007.

4. Minutes from the meeting of 6th September accepted as circulated.

5. Matters Arising from the Minutes:

- a. **Updates to Patient Personal Information:** Text messages are being sent to patients requesting them to update their personal details with the surgery. Forms are at the front desk to record updates and forms have been given out at Flu clinics. A poster will also be placed on the noticeboard and patient screen in reception. **Action:CD/JB**
- b. **Patient Survey:** MH explained this has been put on hold, awaiting feedback from the Health Watch survey and PPG leads. It was suggested that a survey during a Flu clinic might not be the most appropriate due to the limited time. **Action:MH**
- c. **Meeting of PPG Chairs:** This meeting took place on the 27th of September at TMG as planned, with a good exchange of ideas. A PPG information pamphlet, drawn up by St Stephens Gate Practice, was circulated at the meeting and considered a good idea. The pamphlet will be shared with the Partners with a view to producing one similar for TMG. **Action: CD**
- d. **PPG Recruitment:** MH / JB had produced a poster advertising PPG recruitment and has requested feedback to finalise and circulate around the ICB and PPG leads. Application forms are available in reception and a statement to be put on the surgery's Facebook page to explain what the PPG is to give a greater understanding. **Action:MH/JB**
- e. **Reception Queues:** CD explained due to staff illness/annual leave it is not always possible to have 2 receptionists on the front desk and that the receptionists do know to call for help if needed and that this help could come in the form of any staff member as a large amount are dual skilled. The addition of the Queue sign has been reinstated showing patients where to stand to try to prevent the blocking of the main doors. Signs have also been put up asking patients to use eCon where they can.
- f. **Autumn Booster Update:** Every patient who is eligible should have been contacted by now. No Covid boosters are given at surgery but at various hubs such as Lionwood Surgery at Rackheath, and in the City Centre.

- g. **Parking:** CD explained she has tried to contact the Professional Development Centre on multiple occasions to discuss the possibility of PPG members being able to park there on meeting days to free up the surgery carpark for patients. Unfortunately, she has not been able to yet make contact. CD will keep trying **Action: CD**

6. **Staffing Update:** The surgery is at optimum staffing. 5-GP's, 2 ANP's, 1 ANP specialist in diabetes and we also have a large nursing team and an HCA.

7. **Performance Update: June-Sept 2023**

- a. **Patient List** has stabilised at approx. 12100 patients.
- b. **Complaints** have slightly increased due to verbal complaints now being logged. Complaint form will be updated. **Action:CD/JB**
- c. **Compliments** have also increased which is a positive, which includes cards, gifts, and verbal compliments.
- d. **Appointments** for this period are up by just over a 1000 more booked.
- e. **DNAs** have increased by 32 or 20% on August in spite of a decrease in appointments booked and still amounted to 94 hours lost clinical time. Receptionist lead CB is calling patients regarding their missed appointments. It was agreed to allow supportive measures to settle in before looking at this again.

7. **Any other Business:**

- a) JT enquired whether Minor Ops clinics will be reinstated. CD confirmed that discussions around this are being had at present with the Partners and will update going forward. **Action:CD**
- b) TP suggested a bench being put outside the surgery for people to sit on whilst they wait for taxi or need a sit down. CD will speak to Partners about this but also expressed that patients are welcome to sit inside the surgery to wait if needed. Possibility of PPG raising funds for this discussed. **Action:CD/MH**
- c) The music on the telephone has still raised comments, CD will investigate other options i.e., having no music being played selected by the patient as an option. **Action:CD**
- d) A bookcase has been located and will be placed under the PPG notice board in the surgery. A sign to be made for this saying, possibly, "Book swap/exchange" MH asked the meeting if a member of the PPG would like to be responsible for the bookcase. **Action: CD/JB/MH**
- e) Concerns that appointment text reminders are not clear whether it is a F2F or t/c appointment. CD explained the surgery do not send out text reminders for t/c appointments as not practical as time of call could vary. Although aware that sometime this may happen unfortunately.
- f) Question raised if Dussindale Surgery will re-open in the future. CD confirmed possibility for this to happen but unsure what will take place down there. Will update in due course as and when more information is available. **Action: CD**

8. **Closure:**

Everyone was thanked for their attendance and ongoing efforts to improve the patient experience.

9. **Date of next meeting:**

The next meeting of the PPG will be held on 29th November 2023.