

## **PATIENT PARTICIPATION GROUP**

**Meeting, Wednesday 19<sup>TH</sup> July 2023, 12.30pm**

### **MINUTES**

**1. Welcome:**

MH welcomed all members and especially to Janette Woodcock Social Prescriber attending from Norwich & Broadland Living Well Team, to lead a talk on their services.

**2. Attendance:**

**Patient Members:** Mike H (Chair), Bob L, Tony P, Tony T, Anne J, Cheryl P, Wendy H  
**TMG (Thorpewood Medical Group) Members** Donna H (Finance Officer), Elizabeth D (Secretary)  
**In attendance: Norwich & Broadland Living Well Team** Janette Woodcock, **One Norwich:** Sujata VW

**Apologies:** Cat D (Acting Practice Manager), Joe B (IT Manager), Jean T (PPG)

**3. Talk by Norwich & Broadland Social Prescriber from the 'The Living Well Team':** Janette Woodcock

**Holistic Approach:** Allowing GP'S, nurses, and other care professionals to refer people to a range of local, non-clinical services so that their needs can be addressed. To help people identify and resolve practical issues that maybe having a negative impact on their health and well-being and to be able to get connected to sources of support. Information pack provided to all members and leaflets made available for information at the end.

**Minutes from the meeting of 7<sup>th</sup> June accepted as circulated.**

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

- a. MH confirmed that the thank you letter to Margaret Wooldridge had been hand delivered.
- b. **Patient Pathways.** Changes to Website & Facebook had been actioned and patients encouraged to look on all social media platforms. SVW asked what we would encourage as the main pathway into the surgery; consensus was eCON but would confirm with CD. Issue was raised that when using the NHS App that SMS messages of appointment are not being received. This to be investigated. **Action JB/CD**
- c. **Patient Personal Information:** Facebook/Website/PPG Notice Board: Facebook and the Website have been updated to encourage patients to keep their personal information up to date. **Action: JB/AJ/CT**
- d. **WIC (Walk-In Centre) Consultation Outcome:** Contract to be extended and WIC to remain open, as communicated by MH on 12 June.
- e. **List of Thorpewood Patient Services:** A draft of Thorpewood Medical Group Guidelines for patients, drawn up by CD, was passed to all members. This was received well. Provided for patient understanding. This is not triaging but signposting to the most appropriate services for patient's needs dependent on symptoms. To confirm if this can be put on notice board. It was

asked by SVW could this be shown to other surgeries for information only, this is only a draft version at this point. Also, to perhaps to be displayed on the website. **Action (CD/JB)**

- f. **Patient Survey:** CD/MH/SVW still in conversations regarding this survey. The Healthwatch survey which was done last year has lots of useful questions which could be used. Once further talks have taken place updates will be given and will be put to Partners to ensure they are happy for this to be undertaken. Suggested to include question on Survey to ask why patients DNA appointments? **Action CD/SVW/MH**

g. **DNAs (Did Not Attend)**

Performance update provided by JB from April-June 2023 shown to all PPG members. Total DNAs at 4.4%, 610 missed appointments, totalling 101 hours lost. This was compared to our PCN (3.7%) and Norfolk (3.8%) to place our numbers in context. Suggestion that this information go on screens for patient information/website. **Action CD**  
There has recently been a big increase of text reminders. With the inclusion of a link to cancel appointments. DH clarified that cancellation was instant, so the appointment could then be used for someone else. It was decided to assess the situation in 3 months when the next performance Update is released to see how the DNA situation has changed.

**To consider further at future meeting. Action: All**

h. **Meeting of PPG Chairs**

MH & Bob L attended the meeting on the 28<sup>th</sup> of June with other PPG Chairs from Norwich (Central). Very positive feedback on this meeting and how valuable it will be to continue to do so. Discussions regarding ideas and various meet ups for patients such as Coffee Club which meet once a month. Ideas will be circulated. Confirmed ICB have accepted a generic template for new members which is being developed at present. Decided whoever hosts will chair the meetings. Decided on future meetings every ¼. Thanks to MH for initiating this helpful meeting

i. **Communication from hospital re patients**

Patients now receive a message or get a call to confirm medication change.

- 5. **Staffing Update:** Elizabeth D has started as Medical Secretary and taken on PPG meetings in regard to Agenda and Minutes. Jorgia T has joined the Reception Team working Wed, Thurs & Fri.

6. **PPG Recruitment**

As discussed before, optimal number is 12 members to gain attendance of around 8/9 per meeting; need to interview new members to gain and insight into a patient's expectations of being a member and what is expected of them. Diversity of the group needs to be increased where possible. Any recruitment suggestions to be put forward to MH. **Action: All.**

The PPG recruitment poster, requested from the ICB, was expected by the end of September.

7. **Any Other Business**

- a. PPG were not aware of Dr Dawsons confirmed return.
- b. Staffing to be a regular item on the agenda. **Action (LD)**
- c. Thanks was confirmed to have been passed on to Dr Hampsheir after his thank you email to PPG members.
- d. MH informed all that at the last pre meet with Claire P-S that he had gifted her an Orchid and given the signed card along with thanks and well wishes.
- e. SVW informed us that on Radio 1 on Thursday 20<sup>th</sup> July Alex Steward from Healthwatch will be talking about the report and the findings and will then answers questions so we may

get some calls to surgery regarding his findings after this and it will also be on the next Norwich Newsletter. Possibility of follow up with PPG members to go on the radio, SVW was asked but declined till after report was done by Alex Steward.

- f. Primary intention is to grow knowledge so if anyone knows anyone who would be of interest to speak to add to list.

Thanks was given to all who attended.

**Date of Next Meeting: Wednesday 6<sup>th</sup> September 2023 at 12.30pm.**

Jacqueline Romero Project officer from the Research and Evaluation Team to speak at next PPG.