

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 29th November 12.30pm

MINUTES

1. Welcome:

MH welcomed everyone to the final PPG meeting of 2023, in particular Dr R Hampsheir who attended for a short while to answer any questions and to be thanked by the PPG members for his and everyone's continuous hard work within the surgery. Dr R Hampsheir also gave thanks to the PPG members for their support and commitment. Carly (Receptionist) was warmly welcomed as an observer.

2. Attendance:

Patient Members: Mike H (Chair), Rick S, Bob L, Tony P, Tony T, Jean T, Rob P, Cheryl P,
TMG (Thorpewood Medical Group) Members: Cat D (Acting Practice Manager) Elizabeth D (Secretary) Joe B (IT Manager)
In attendance: Sujata (One Norwich), Carly (Receptionist)

Apologies: Anne J (PPG Member)

3. Minutes from the meeting of 18th October accepted as circulated.

4. Matters Arising from the Minutes:

- a. **Updates to Patient Personal Information:** The notice on the PPG noticeboard to be updated to catch patients' attention. **Action AJ/JB**
The Agenda for PPG meetings is to be placed on the board in the future when finalised. This will make patients aware there is an upcoming meeting. **Action AJ/ED**
- b. **Patient Survey:** The survey is still currently being worked up with the view to releasing it in January. The surveys will be done face to face with patients. **Action: MH**
- c. **Surgery Pamphlet:** The Partners have viewed the pamphlet and are happy with the presentation. Will be shown to PPG members for completeness/agreement before printing. **Action: MH/JB**
- d. **PPG Recruitment:** There has been a limited response to the poster promoting PPG recruitment. The current poster will be revised and displayed on the PPG noticeboard. Idea raised that nurses could give out at end of consultation. **Action: CD/JB/MH**
- e. **Reception Queues:** The sign remains, directing patients where to stand. The surgery endeavours to have 2 receptionists on the front reception, but this can vary due to reasons such as illness or annual leave, all receptionists are aware to call through to back office if they need help and all staff such as secretaries are multiskilled so can step in if needed.
- f. **Bench:** This has been agreed by the partners and will be purchased next Spring. All safety measures will be adhered to. The bench will also be dedicated to the PPG members. PPG members have been asked for their opinions on what should be written on the plaque. **Action: CD/MN/Members**
- g. **Bookcase:** This has been placed below the PPG Noticeboard and is now in operation. A mixture of adult and children's books are available to either read whilst in the surgery or to exchange with a book from home. Members were encouraged to contribute books as well as magazines.

5. **Business Update:** Octobers DNA's (did not attend) figures were totalled at 255 out of 6600 appointments booked a total of 3.8%. Appointment figures are slightly inflated due to the flu clinics which were running throughout October. The practice will continue to implement ways to improve this figure. The surgery is trying to establish with patients their reasons for having missed appointments to get a better understanding. This is still a new process, so no major data is available yet. The option of cancelling via SMS has improved things though.
6. **Staffing Update:** No new update at present we are still at optimum staffing capacity.
7. **Any other Business:**
 - a) **One Norwich:** Ongoing update regarding One Norwich from Sujata is that the ICB have made a commitment that the WIC will stay open. Staff are being given weekly updates, but unfortunately a lot of OND staff have left due to the uncertainty. Talk surrounding who may take over the contract is ongoing, an option being North Norfolk Primary Care. Further updates will be given in due course.
 - b) **Running Late:** The reception team will make sure that patients are aware of any significant delays in being seen by the clinician on their appointment day when they arrive and then further updates, if the delay is extended. If patients are not able to wait, they will be given the choice to re book their appointment.
Clinician delays will also be shown at the bottom of the TV screen in reception.
Patients who work can request an early or late appointment at point of booking and the surgery will try and accommodate.
 - c) **Steroid Injections:** It was confirmed that Dr R Hampsheir still does steroid injections but only on certain sites. Dr S Ranasinghe is still not back doing Minor Ops at present but will be looking at re starting this in the future.
 - d) **Help for patients on media platforms:** A question was raised regarding what could be put in place for patients to better enable the process of using the online system. Champions were being used in some practices to help do this but funding at present has been cut. The library helped with this during flu clinics.
 - e) **Patient Record Reminders:** Concerns over whether patient disabilities i.e., being visually impaired, are being recorded on the patients records on the home screen to enable staff, when entering the records to be made aware straight away of potential barriers of communication etc. CD advised there are markers on the front screen but will remind staff to read them. **Action:**
CD/JB
 - f) **E-Consult:** Alternative programmes are under review, but no decisions made yet.
7. **Closure:**
Everyone was thanked for their attendance and their support in improving the patient experience, throughout the year. MH wished everyone A Happy Festive Season and safe travels for those going away.
8. **Date of next meeting:**
The next meeting of the PPG will be held on 24th January 2024.