

THORPEWOOD MEDICAL GROUP

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

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 20th March 2024 12.30pm

MINUTES

1. Welcome:

Mike H welcomed everyone to the meeting, with a warm welcome back to Cat D (Acting Practice Manager) after her absence. Mike H portrayed his thanks to Bob L for standing in as Chair at the last PPG meeting in January when he was unable to attend.

The PPG members and surgery were thanked for their support and endeavours to help elevate the standard of Primary Health Care by MH and by CD

2. Attendance:

Patient Members: Mike H, Bob L, Tony P, Tony T, Jean T, Rob P, Anne J, Rick S, Cheryl P
TMG (Thorpewood Medical Group) Members: Cat D (Acting Practice Manager) Elizabeth D (Secretary) Joe B (IT Manager)
Apologies: Jean T

3. Minutes from the meeting of 24th January 2024 accepted as circulated.

4. Matters Arising from the Minutes:

- a. **Patient Survey:** The survey has been drawn up and finalised. The next step is to undertake the survey. This will be done over a 2-week period with the suggestion of 15th April-26th April as potential dates but to be confirmed. It will take place within the surgery by members of the PPG and possibly Healthwatch members in groups of 2 people. A request was made to the PPG members to confirm their availability. The survey will be also placed on the front desk and may also be put on the surgery's website and perhaps sent out via email and SMS to patients, this is to be decided. The objective of the survey is to collate the thoughts of patients and to identify issues. The surgery will advertise the survey on all platforms to make the patients aware. **Action: JB/CD/MH**
- b. **Surgery Pamphlet:** Draft circulated, Words from The Chair to be decided to incorporate into the leaflet, along with a picture of the PPG members. **Action: MH**
- c. **Bench:** CD to order in coming days **Action: CD**
- d. **Carpark lights:** All lights in the surgery's car park are faulty. Partners have agreed to replace them all and are waiting date for this to take place. It was confirmed that the lights will be LED.
- e. **Hospital Communications:** The surgery is up to date with their incoming mail from the hospital, which is received via post, email and electronically. Unfortunately, various departments within the hospital are behind in sending them to us which causes delays.
- f. **Access to records:** As of Oct 2023, all patients will have access to their records, this at present gives patients access to all records from that date but not historic records, this will become available in the future. There maybe instances when not all records from this date will be viewable due to safeguarding reasons.

5. Staffing Update:

Practice Manager: After a very successful response to the surgery advert for a new Practice Manager where we had 19 applicants, we are happy to announce Karen Steer from Bradwell as our new Practice Manager and will start in June 2024.

Retirement: Janet Reeve our longstanding receptionist of 27 years retired this month. Janet was a much-loved member of our team who will be missed, and we wish her well in her retirement doing the things she enjoys.

New Receptionist: We welcome Caroline our new receptionist who joined us in February and has fitted into the team very well.

Any other Business:

1. Pharmacy:

A member of the PPG raised enquiries regarding the current running of the pharmacy next door due to decline in service received. CD responded confirming they are not part of the surgery but are under extreme pressure due to several reasons, one being an increase in work load due to pharmacies in the area closing their doors. CD has encouraged (advised) patients check their prescriptions before they leave to confirm everything is correct.

2. Appointments:

An issue was raised about the surgery recently having to cancel appointments after having waited a month for that appointment originally, making their wait up to nearly 2 months before seeing by a clinician. CD apologised and explained the cancelling of appointments had been due to a member of staff having had a bereavement in the family which was out of the surgery's control, whilst this member of staff is now back working we need to be sensitive to the nature of the absence so all the appointments at present with them are "on the day" appointments and not "pre bookable" hence lowering the amount of availability of pre booking appointments.

3. Environmental impact of the surgery:

A discussion about how the surgery could help with environmental issues took place and was decided that we would investigate this further. **Action: MH/CD**

4. PPG recruitment:

MH has confirmed that the advertising of PPG recruitment has received positive feedback. One patient will be attending our next meeting to get a feel for what the PPG is about and whether they would like to get involved.

5. Auto filing of bloods:

CD explained that blood results are now being auto filed by TTP (The Technology Partnership) to the patient's records before the GP views and reports on them. Patients who have access to their online records can be misled by the results due to if one result shows an abnormality, the system puts them all under this category, which is obviously very concerning for our patients.

Unfortunately, we have no control over this, and it is happening in all surgeries. It is being investigated into and we will update in due course. In the interim it has been suggested that at the patients' blood appointment they will be informed of this issue to try minimising the worry. **Action: CD/JB**

6. 3rd Party Services:

The Hearing Care Centre rent a room at the surgery and have asked for additional days so are very busy.

Health checks take place at the surgery and again are full and have requested additional days also so again very busy.

Social Prescribing unfortunately does not take place at the surgery at present due to the contract being pulled. Clinicians can still refer out to Social Prescribers. CD stated she had a meeting with the county council who have taken over the contract and requested our patients will get continuity of care, and we hope we may see the return of them back to the surgery in the future but to tbc.

MIND still attend the surgery to see patients.

Mental Health clinicians still attend the surgery to see patients.

1st Contact Physio's still attend the surgery to see patients.

All our 3rd party services who attend our surgery benefit our patients enormously.

7. Election of Chairman and Vice Chairman:

One vote for Chairman and Vice Chairman was received for Mike H and Bob L respectively. CD welcomed MH back into the seat as Chairman and welcomed Bob L into the new role as Vice Chairman.

Disappointment was expressed with the lack of votes received in this process and CD has asked for better participation in future votes please.

The process of election for the future will be ratified at the next meeting.

8. Date of next meeting:

May 15th, 2024 which will commence with refreshments at 12h15.

Meeting Ended 2.05pm