

PATIENT PARTICIPATION GROUP

Meeting, Wednesday 17th July 2024, 12.30pm

MINUTES

1. Welcome:

Mike H welcomed everyone to the meeting, with a warm welcome to Tracey Wilson who attended as a visitor in view to becoming a PPG member.

2. Attendance:

Patient Members: Mike H, Bob L, Tony P, Tony T, Jean T, Rob P, Rick S, Jean D, Tracey W (Visitor)
TMG (Thorpewood Medical Group) Members: Cat D (Operation Manager) Elizabeth D (Secretary)
Joe B (IT Lead)

Apologies: Cheryl P & Anne J

Welcoming of New Practice Manager Karen Steer-rolled over to next meeting as unable to attend

3. Presentation: Jakub Lato Emergency- Care Practitioner

Jakub gave a brief insight to his role here at the surgery. Jakub explained he triages all the calls that the receptionists receive which can mean he is triaging one call every 3 minutes for the first 2 hours of the day. This will then result in either a Face 2 Face appointment or telephone consultation with a clinician, including himself, that day or a future routine appointment. This is dependent on the information given to him by the patient and their medical history. He explained the need for correct and honest symptoms to be given by the patient as vital to be able to triage their needs appropriately. Jakub also answers all queries from the receptionist team regarding E-Consults received daily and deals with script requests on top of this. After the 2-hour window he has clinic for rest of his working day.

4. Minutes from the meeting of May 15th, 2024, accepted as circulated.

5. Matters Arising from the Minutes:

- a. **Surgery Pamphlet:** The final touches to the pamphlet are being done and it will be ready to be released shortly. A digital copy will be circulated to the PPG prior to release **Action: MH/JB.**
- b. **Environmental impact of surgery:** This has been discussed at a couple of recent meetings in the surgery. The plan is for a poster to be created to promote what we are currently doing and what we would like to do moving forward and to be placed on website/Facebook page.
- c. **Bench:** This is now outside the surgery. It is comfortable and of good quality and is being used regularly.
- d. **Online Consultation Tool:** This has been put on hold for the time being. The Consultation tool that was looked at previously 'ANIMA' is not currently within the ICB framework, the surgery is hoping it will be added in the next few months once it passes all necessary checks. If this does not happen, then the surgery will look at other platforms and the PPG will be informed to be able to play a part in helping come to a decision.

6. Veteran Accreditation: Deferred to next meeting.

7. **Performance Pack/Call system:** These were both discussed. The Did Not Attend appointments are down and this is due to the increased number of ways patients can cancel appointments such as via their reminder texts they receive. They will also be able to, in the future, press an option on the phone to cancel. This will be integrated nationwide in due course. Compliments/Complaints are recorded in various ways such as via emails, cards, compliment slips, google and all of these must be submitted to NHS England.

The new Call system has been received with positive feedback especially the call back option. The wait time for patients has decreased a significant amount as below shows.

May 2024 (system in use from PM 23rd May)

Total calls taken: 947.

Average wait: 3 minutes 56 seconds

June 2024

Total calls taken: 3744.

Average wait: 7 minutes

July 2024 (until 17th)

Total calls taken: 2585.

Average wait: 10 minutes 17 seconds

This will be put on the surgeries Facebook page and website for the Patients to view also.

8. Any other Business:

- a) **Car Parking:** This has been raised as problematic and dangerous due to the volume of cars trying to park their daily. The carpark is also used by the pharmacy employees and a vast number of patients from other surgeries to collect their prescriptions. The Norfolk Council who owns the Professional Development Centre opposite will be contacted again to see if we can use their land and Woodside care home behind the surgery will be approached to see if there is any capacity to be able to use part of their carpark for Thorpewood staff to free up some spaces in the surgery carpark.
- b) **Macmillan Coffee Morning:** This has been organised by Joe B (IT Lead) for Friday 27th September from 10am-12 noon. The PPG have been asked if they can be involved from making cakes to being present and helping at the coffee morning itself. A fundraising pack has been obtained already and posters will be put up in surgery.
- c) **PPG Meeting Day:** Possible change of PPG meeting day/time to be discussed due to Practice Managers work pattern, further updates to be announced in due course.
- d) **Lets talk about Cancer:** Posters are up in surgery and online to promote this.
- e) **PPG Recruitment Poster:** This to be updated.

Meeting Ended-1.59pm