

High Street Surgery Patient Participation Group

Committee Meeting

13 December 2022

Cyberspace via Zoom

Attendees:

Tracy, Margaret, Paul, Sherrie, David, Linda, Mary, Anni, Peter,

1. Welcome

Apologies received from Ivor and Joanne. A warm welcome to the new practice manager, Anni Baldry and to new members Peter and Alice.

The PPG also wants to extend its heart-felt gratitude to Tracy for all of the hard work that she has put into the practice. She has been untiring in her support for the patients and offering them the best possible care during very difficult times, and also her support for the entire team at the surgery who are very much been on the sharp end of our recent and current funding and pandemic problems.

2. Minutes of last meeting

Taken as read. Approved by the meeting

3. Matters arising

None

4. Presentation of the new practice manager

Anni writes:

"I have worked in the NHS for over 15 years now, working on the commissioning side of the NHS. Starting my career at NHS Great Yarmouth and Waveney PCT, moving into the Great Yarmouth and Waveney CCG and then on to the Norfolk and Waveney CCG and most recently Norfolk and Waveney ICB.

Over the years I have worked across many areas of commissioning, most recently I have been a children's commissioner, where I was responsible for large scale procurement of the £34million Speech and Language Therapies (SLT) contract, children's learning disabilities services, children's psychiatry, sleep services, continence services and Long Term conditions commissioning.

I have also worked as a Primary Care Transformation Manager, which is where my relationship with High Street Surgery started and I realised what a great practice High Street Surgery is. Prior to this I had experience of continuing healthcare, assistant accountant,

mental health programme management, exceptional funding and specialist commissioning such as bariatric surgery, gender services, acquired brain injuries and requests for individual funding.

This is my first role as a practice manager, so I have a lot to learn. I am confident I will be able to pick up this role quickly as I will have an excellent handover from Tracy and my extensive background in managing teams and understanding of the NHS will help.

If anyone has any questions please do send me an email - anni.baldry@nhs.net

There were 13 applications to the position, of which 4 were shortlisted. Although she did not play a part in the decision, Tracy was present during the interviews and Anni was very much her preferred candidate.

Tracy's last day will be 13 January 2023.

5. CQC inspection update

As discussed in the last minutes, there were concerns expressed about the clinical leadership of the surgery and a company has been brought in to assist the GPs in implementing some improvements. That process has begun.

6. News from the surgery

Anni will begin by addressing the appointment system, which the last customer survey indicated was a major source of concern for patients. The GPs are eager to be able to offer more face to face appointments. Anni is very keen to move as quickly as possible on this issue and is eager to try a couple of things. She is also keen to be proactive rather than reactive.

A recurring problem at the surgery is a lack of space. This means that it can be difficult to find enough consulting space.

There has been a lot of concern about the results of the last patient survey, which showed a higher level of dissatisfaction with the surgery than previously. These surveys are a random selection of the patients, so it is possible to be "unlucky" in the selection, but it is known, also from other surgeries, that there is a generally higher level of dissatisfaction among patients about access to NHS general practice services. There will be a new survey next month (January 2023).

As we know, there are now three partner GPs and two contract GPs. The contract GPs will also be getting their own lists, so that there will be some movement of patients from their usual GPs. This can often be a contentious issue, especially as some patients were recently moved to Dr. Abi. However, Dr. Tanoë and Dr. Lockyer have very large lists and so some patients must be moved.

The changes made to the appointment system using text messages has worked well.

The combined Covid booster and Flu vaccination scheme was a great success. A total of (Sherrie can you give me the figures, please? 😊) patients were vaccinated in ??? sessions.

There have been no changes to the staff other than those referred to in previous minutes. The new receptionists are settling in well and Nikki is now the new Lead Nurse.

7. Any other business

Peter praised the new telephone system, especially with the indication of your place in the queue. Tracy said that it was a great pity that Ivor was not present as he was a great mover for improvement of the system.

The meeting also praised the receptionists at the surgery, who do their very best to provide a good service for patients, often under trying circumstances. The quality of their work compares very favourably compared with other surgeries.

8. Date of next meeting

The next meeting will be on 24 January 2023.