

High Street Surgery Patient Participation Group

Group Meeting

22nd August 2023

Trinity Methodist Church Meeting Room

Attendees:

Anni, Sherri, Rob, David, Peter, Emma, Ian, Ivor, Paul, Linda, Margaret, Caroline, Lesley, Sandy, Nicky (part time)

1. Welcome

David welcomed the fourteen participants to tonight's in-person meeting. **Peter** had accepted the role of Secretary; this was his first meeting in this role.

2. Minutes of last meeting

Minutes of the last meeting on 11/07/23 were taken as read and approved by the meeting.

3. Matters arising

No matters arising.

4. Experience with In-Person meetings

Generally, it was thought that in-person meetings were preferable to those online and this was noted.

5. Unavailable medication. Is the Surgery informed?

David raised the issue of unavailable medication and asked, "should the Practice Pharmacy alert the Surgery about medications that are out of stock." In one instance the pharmacy had attempted to substitute a medication that was out of stock (with the importer) for an alternative that was unsuitable for the patient.

Anni reported that there is a national shortage of certain drugs of which the Surgery may be informed but the Surgery does not always know of the local unavailability or the stock situation of certain drugs.

Paul asked if in such an instance, would the prescription be sent back to the Surgery. No was the answer, the prescription would normally be made up minus any medication shortages. Re-issue of the prescription for the missing drugs is possible if the team are contacted, but that this only applies when the prescription contains only a single drug. If the other drugs on the prescription have been dispensed the prescription cannot be re-issued.

Ivor reported that he had been told that a prescribed drug was no longer being manufactured.

It was noted that the Practice does now have the services of a designated

Clinical Pharmacist paid for by the PCN who is available for telephone consultations.

6. Patient Advised to contact The Paget directly for test results

Lesley reported that she had phoned the Surgery about some test results and had been told that no report had been received and she should maybe ring the hospital direct. On phoning the Paget she was told that **no patients should be phoning them about results**. She telephoned the Practice today and all had been resolved and the results were given to her.

Lesley also reported that there was a problem at the Paget with Hearing Aids and Blood Tests.

Anni reported that the Paget Hospital are always under great pressure especially at this seasonal time of year (holiday makers and annual leave). She will share information with the Committee on complaints received by the complaints department re James Paget Hospital.

The Practice deals in 1000s of tests each month and is not able to track results not received back, the reasons for which may be many and varied. There are two pick-ups daily from the Surgery, with the most sensitive samples always being aimed for the early collection.

David asked about the Phlebotomy Chair.

Anni reported that as it was impossible to get this chair to meet the minimum hygiene standards required, it had to be scrapped and replaced.

7. CQC Update

Anni reported that the Practice is hoping for an inspection in September for which the practice is ready. Records etc have been checked, and there is positive feedback. More patients are being seen which is also positive.

8. News from the Surgery

Anni reported on the NHS Patient Survey where the Practice is performing well and “bucking the trend” locally on all domains we are assessed on. Patients and Staff are generally happier this year compared to last year. Appointments are slightly down recently mainly due to annual leave and a doctor leaving the Practice.

Nurse Practitioner appointments are down because of staff turnover, and the practice is recruiting a new Senior Nurse Practitioner.

Nicky, the Practice Nurse joined the meeting at this point.

Gail has joined the Practice as a Prescriber paid for by PCN.

Mental Health provision is currently slightly down due to one member of the team being off sick and one who has left the Practice.

A Clinical Pharmacist paid for by PCN is now available for telephone consultations about medications.

On DNAs, after a recent campaign, the situation is better 2% vs 3.4% previously. More face-to-face appointments is now the norm, replacing some of the phone calls that would have been made last year.

Staff Turnover is a problem at present. This is a general trend locally and replacement staff are being recruited.

The Practice long term conditions review is positive, and support is available. The Practice is meeting demand despite staff challenges.

Dr Isaac has unfortunately left the Practice.

Sandy raised the issue of ECG and her appointments with the GP.

The receptionist had made her only one appointment. This has now been resolved.

Caroline brought **One Life Suffolk** to the attention of the meeting, which is helping local people live healthier lives through weight management, stopping smoking and offering help and advice.

Nicky pointed out that **Mike** was a Health and Wellbeing Advisor, and he is trained as a Walk Leader.

Caroline raised the point that the PPG used to have a representative present at the meeting from the JPH.

Paul asked about Shingles vaccinations. **Nicky** explained that up to 1st September over 65s could be inoculated. After this date 70 to 79 cohorts can have shingles jabs, then the idea is to reduce the 70 age by 1 year each year. i.e., 2024 69-year-olds, 2025 68-year-olds etc. etc.

Sandy asked about Covid and Flu vaccinations. **Anni** reported that vaccinations will start on the 7th October for those 65 and over.

Emma asked if those under 65 years of age could pay for Covid and Flu vaccinations. **Anni** answered yes but appointments could only be booked at Pharmacies.

Anni also distributed the appointment statistics from October 2022, showing the progress that has been made:

In the Month of	October (2022)	November (2022)	December (2022)	May (up to 30th)	June	July
Total appointments booked	8283	7218	5244	4415	5030	4689
Total patients booked (some patients seen more than once in this period)	4584	3968	3197	2843	3179	3066
Seen within 7 days of booking	1623 (24.5%)	1498 (22.6%)	1219 (18.4%)	1962 (42.6%)	2129 (36%)	2039 (27.7%)
Seen within 3 days of booking	1084 (16.3%)	1026 (15.5%)	1060 (16%)	1615 (35.1%)	1949 (33%)	1694 (23%)
Seen within 1 day of booking	660 (10%)	812 (12.2%)	974 (14.7%)	1476 (32.1%)	1824 (30.8%)	1536 (20.9%)
Appointment with a Doctor	831 F2F, 1473 Calls	1362 F2F, 1176 Calls	1421 F2F, 674 Calls	1487	1751	1557
Appointment with a Nurse Practitioner/ECP	604	676	512	398	588	232
Appointment with a Nurse/HCA/Care Coordinator	3293	2754	1517	2165	2152	2262
Appointment with a Social Prescriber	12	11	9	11	13	11

Appointment with a Mental Health Practitioner	36	44	58	34	23	
Appointment with Health and Wellbeing Advisor	145	218	122	185	185	176
Appointment with Clinical Pharmacists	134	173	143	135	151	271
DNAs	225 (3.4%)	276 (4.2%)	189 (2.8%)	157 (3.4%)	153 (2.6%)	145 (2%)
Cancelled by patient	440 (6.6%)	254 (3.8%)	166 (2.5%)	229 (5%)	219 (3.7%)	180 (2.4%)
Cancelled by unit	165 (2.5%)	142 (2.1%)	93 (1.4%)	87 (1.9%)	102 (1.7%)	107 (1.5%)

Finally, Anni had also, as promised, sent over details of the complaints' procedure:

You can only make a complaint to one organisation, for example if you complain directly to the JPUH you cannot complain to the ICB about the same matter.

You can raise a complaint with NHS Norfolk and Waveney ICB by:

Telephone: 01603 595857

Email: nwicb.complaintsservice@nhs.net

Post: NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH

For more information about NHS Norfolk and Waveney's Complaints process, please visit their website at <https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/complaints/>

Please note that you cannot raise the same complaint to both organisations.

9. Any other business

Ivor raised an issue about the car park. Seemingly there was a near miss between two vehicles on the corner where you turn right towards the wooded area.

Anni will investigate reducing the size of the bush and moving back the bins on the corner to give more sight to those parking or leaving.

David raised the point of Disabled Person Parking.

Anni reported that in addition to the single space in the Surgery car park, the disabled space outside the church hall can also be used by visitors to the Practice.

Anni reported that the "new" Bing Bong TV system in reception was working well and providing that patients lift their heads from their mobile

phones it will continue to generate positive feedback.

Caroline raised the issue of collection of Bras for African women and **Anni** and **Sherri** said that they would arrange a collection bin at the Surgery.

10. Date of Next Meeting

Those present agreed to a face-to-face meeting on Tuesday 10th October at 6.00pm at the Trinity Church meeting room

There being no other business the meeting closed at 8.10pm