

High Street Surgery Patient Participation Group

Group Meeting

21st November 2023

Trinity Methodist Church Meeting Room

Attendees:

David, Lesley, Peter, Caroline, Sherrie, Rob, Ivor, Sharni, Wendy, Joanne,

1. **Welcome**

David welcomed those staff and other participants to this afternoon meeting.

He thanked those who had volunteered and those who helped out with the recent, highly successful, three Covid and Flu weekend inoculation sessions at the Surgery.

2. **Apologies**

Apologies were received from; Ian, Jill, Linda, Paul, Susan, Emma, Alison and Margaret. Anni was attending a meeting in Beccles.

3. **Minutes of last meeting, 10th October**

The Minutes from the meeting held on the 10th October were received by those present.

Matters Arising.

The hedge or bush causing a problem on the car park has been trimmed rather than removed. Sherrie undertook to raise this with Anni and to get it removed completely so the bins can be moved back, giving "clear sight" around the corner to drivers heading for the car park.

4. **Meeting timetable going forward**

It was suggested that the January meeting should be held in the afternoon to enable Kerry Overton, (Suffolk Health Watch) to attend. The meeting was fixed for Tuesday 9th January at 2.00 pm in the Trinity Church meeting room.

February's meeting was scheduled for Tuesday 27th February at 6.00 pm in the Church meeting room.

5. **Appointments that need a blood test**

Ivor told of his experience of an appointment for Hypertension review with an accompanying Blood Test. He suggested that reception staff should automatically look to book the Blood Test alongside the appointment for the review. Sherrie and Sharni explained the Surgery situation appertaining to this. Not all of the clinicians who carry out hypertension reviews are qualified phlebotomists and some reviews are after lunch when it is not possible to take blood tests. Sharni undertook to look further at the suggestion.

- 6. Message to the surgery (non-appointment) option on the website**
David raised the point that if the “Contact the Practice” box on the website is showing Full, then there isn’t a way to leave a message for someone at the Practice on the Website.
Sherrie explained that an alteration to the website was coming in the New Year and this problem would be addressed during that change.
- 7. CQC update**
Staff reported “no movement” on the CQC update.
- 8. News from the surgery**
Over 2800 Covid Injections have been administered at the Practice with a further 128 administered in patients’ homes.
Christmas Opening; The Surgery will close Christmas Day, Boxing Day and New Year’s Day. It will otherwise be open as usual.
A new “self-service” Height and Weight and Blood Pressure machine is expected soon, sponsored by Lowestoft Primary Care Network (PCN).
It will be situated in the Nurses’ Waiting Room which will offer some privacy to users. All patients, whether for nurses or other clinicians, will then wait in the main waiting room.
Kerry Overton will visit the Practice tomorrow.
See below for the Appointment Data for Sept./Oct.
Appointments are down because of a Doctor leaving the Practice as well as Annual Leave.
A Mental Health Practitioner, funded by the PCN, will join the Practice this week for one day a week.
DNAs showed an increase, but this is mainly due to non-attendance at vaccination clinics.
- 9. Any other business**
Ivor asked about the role of the Social Prescriber. Shani and Sherrie explained that this member of staff, Kayleigh Nunn, who works at surgery on a once a week basis, deals with a variety of issues like benefits, housing, advice etc.
Sandy raised the case of a husband who had died (about a year ago), and the wife had not to date received a condolence letter from the Practice.
Rob was able to report that a new system to deal with such occurrences was now in place.
Lesley raised the point about the impending closure of POD and who, after the closure will hold the Patient Prescription Information. Staff reported that helpful information about Option 2 will be available on the website as the changes are implemented. There will be a period of adjustment after the closure where the Pharmacy and the Practice and the Patient will be involved to adjust to the change. A Prescription Clerk is joining the Practice Pharmacy Team on Friday in an effort to ensure a smooth transition during and after PODS closure.

10.

Time and date of the next meeting

9th January 2024 at 2.00 pm In the Trinity Church Meeting Room.

In the Month of									September	October
Total appointments booked									4876	7840
Total patients booked (some patients seen more than once in this period)									3191	4610
Seen within 7 days of booking									1697 (19.3%)	1942 (22.1%)
Seen within 3 days of booking									1460 (16.6%)	1722 (19.6%)
Seen within 1 day of booking									1363 (15.5%)	1606 (18.2%)
Appointment with a Doctor									1311	1484
Appointment with a Nurse Practitioner/ECP									208	385
Appointment with a Nurse/HCA/Care Coordinator									2422	5302
Appointment with a Social Prescriber									10	17
Appointment with a Mental Health Practitioner										
Appointment with Health and Wellbeing Advisor									240	192
Appointment with Clinical Pharmacists									308	162
Appointment with Interface									67	38
DNAs									221 (2.5%)	417 (4.7%)
Cancelled by patient									280 (3.2%)	621 (7.1%)
Cancelled by unit									108 (1.2%)	461 (5.2%)