

High Street Surgery Patient Participation Group

Group Meeting

9th January 2024

Trinity Methodist Church Meeting Room

Attendees:

David, Lesley, Peter, Caroline, Jill, Wendy, Ivor, Susan, Linda, Joanne, Paul, Rob, Emma, Sherrie, Anni, Dr. Kolade,

- 1. Welcome and introduction of guests**

David welcomed everyone to the meeting. Lisa Clinging visited us from REST which is part of Norfolk and Waveney Mind to present their work. Dr. Kolade also guested to talk about his work with the University of Suffolk. Sherrie is retiring after 24 years at the surgery and the group extended their thanks for all her hard work. Sharni will take over as Anni's deputy.
- 2. Apologies**

Apologies were received from; Margaret and Alison
- 3. Minutes of last meeting, 21st November 2023**

The minutes from the meeting held on the 21st November were received by those present.
- 4. Matters arising**

Kerry Overton, who was invited to the last meeting but could not attend has now left Suffolk Healthwatch. We will keep in contact with Healthwatch.
- 5. Who finances the PCN?**

The Lowestoft Primary Care Network is funded by NHS England. NHS England mandated that all GP Practices joined a PCN, there are national standards as to what a PCN should look like and the population size of a PCN. A number of roles are funded by the the PCN, this includes Care Coordinators, Physiotherapists, Health and Wellbeing Coaches, Pharmacy Technicians, Mental Health Support Workers. Bridge Road is the lead practice and Dr Lucie Barker of Rosedale Surgery is the GP lead. The Lowestoft surgeries meet once per month. Covid vaccinations are funded through the PCN. Lowestoft is one of the biggest PCNs in the country.
- 6. Presentation of REST, part of Norfolk and Waveney MIND**

The main role for REST is to supply patients with light to medium mental health issues with the tools that they need for recovery. The main hub is in Great Yarmouth. The service is confidential and free, and the patients can self-refer, be referred by their GP or family, or

just ring the bell and drop in. They also offer a service for carers with one-to-one support. They offer both face to face meetings and on-line consultations. They have a staff of 500 healthcare professionals. They also offer a service for refugees to help them with health and employment issues. They receive funding from the ICB. They collaborate with both Dial and Citizens Advice and can receive and send referrals to them. Their activities include walking football for the 30s to 80s and organised walks.

7. Dr. Kolade's presentation of his project

Dr. Kolade is working on a project with the University of Suffolk on helping people to age well. The way that they do this is to ask people how they feel the health service is helping them and what would a good service look like? Are they struggling with daily tasks? Do they have trouble with increasing reliance on computers? Dr. Kolade was requesting information that could help them and various group members gave their input. Anni pointed out that levels of deprivation were high in some areas of Lowestoft for the elderly population. We agreed we could draw up a questionnaire for presentation at the next meeting. Susan raised up the issue of educational opportunities for elderly persons.

8. News from the surgery

A new GP, Dr. Romana, has joined the surgery, at present working two days a week. She is on a three-month trial and has worked at the surgery previously as a locum. Funding has been provided for an advanced nurse practitioner has joined the staff once a week for three-months.

The practice has submitted a bid to the ICB to be a respiratory hub with a clinic that will be PCN-funded, offering longer appointments amongst other things.

Emily, a PCN-funded pharmacy technician will work three days a week. She will work on repeat prescriptions as the future of POD is still uncertain. The practice will not take prescription requests over the phone, as it is not able to implement a call centre approach and therefore cannot offer the service safely. Patients can request their medication online or by dropping their repeat prescription into the practice.

Since the flu and Covid clinic more than 1000 patients have joined the NHS app.

The junior doctors' strike has affected referrals by the practice, the worst being for ENT. Appointments have been fewer this month due to the holiday season, see the table below.

A new, improved surgery website will be available from the end of February.

9. Any other business

Joanne raised a problem about prescriptions. Anni responded that there is a national shortage of some medication sizes.

Susan raised a follow-up problem with Anni about appointment availability. Anni pointed out that there has been a lot of seasonal absence through illness at the surgery making appointments even more difficult to get.

Peter relayed a problem about potentially missing an appointment due to the length of the queue. His respondent came to the desk after the five-minute period of grace had expired. Anni said that due to roadworks, etc. a good time should be allowed before appointments.

Rob pointed out that nurses still come out and call patients' names even when the patient has not registered their attendance.

Lesley also raised a problem with prescriptions.

Susan also informed the meeting about the Active Travel initiative which includes a cycling group.

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Date and time of next meeting

27th February at 2 pm

Appointment statistics

In the Month of	November	December
Total appointments booked	5104	3857
Total patients booked (some patients seen more than once in this period)	3248	2599
Seen within 7 days of booking	1906 (20.8%)	1598 (17.4%)
Seen within 3 days of booking	1687 (18.4%)	1433 (15.6%)
Seen within 1 day of booking	1567 (17.1%)	1321 (14.4%)
Appointment with a Doctor	1455	1273
Appointment with a Nurse Practitioner/ECP	559	399
Appointment with a Nurse/HCA/Care Coordinator	2384	1144
Appointment with a Social Prescriber	12	5
Appointment with a Mental Health Practitioner	19	27
Appointment with Health and Wellbeing Advisor	233	180
Appointment with Clinical Pharmacists	351	216
Appointment with Interface		
DNAs	214 (2.3%)	149 (1.6%)
Cancelled by patient	328 (3.6%)	232 (2.5%)
Cancelled by unit	177 (1.9%)	110 (1.2%)

