

High Street Surgery Patient Participation Group

Group Meeting

27 February 2024

Trinity Methodist Church Meeting Room

Attendees:

David, Peter, Caroline, Anni, Sharni, Jane, Claire, Ivor, Graham, Wendy, Margaret, Linda, Joanne, Susan, Emma.

1. Welcome and introduction of guests

David welcomed three new members to the meeting.

2. Apologies

Apologies were received from Rob, Ian, Alison and Leslie.

3. Minutes of last meeting, 9 January 2024

The minutes from the meeting held on the 9 January had been received by those present.

4. Matters arising

Susan talked about the walking and cycling strategy that she had mentioned at the previous meeting and left leaflets.

5. Difficulties with booking appointments

This was a lively discussion, as ever. It is obvious that there is a lot of frustration among patients, both at High Street and generally in the UK, with the lack of GP appointments. Claire, Susan and Jane all raised similar points with Anni, about why can appointments not be pre-booked and what happens when all available appointments have been taken? Anni explained that the current system has been recommended by a team of consultants that were engaged by the GPs at their own expense and is intended to give the maximum face to face appointments which are most requested by the patients.

Nurse and blood test appointments can be pre-booked. She also explained that Bridge Road offers Saturday appointments and Alexandra and Crestview evening appointments. Receptionists should offer Bridge Road and Alexandra and Crestview appointments and Anni said their training should include that. Claire also asked about the time taken to fill in the on-line form and why did the admin team and not a clinician read the form. It was explained that the team were trained in triage and used guidelines drawn up by Dr Tanoë. Anni pointed also out that despite the system offering on-the-day appointments there are still a large number of DNAs. Anni also pointed out that there were days when all appointments were not taken up. Wendy also pointed out that JPH offers a GP service

independent of A&E. Patients are triaged when arriving at the A&E. This is not an alternative to your GP and should not be used for routine need.

There was criticism of the website, but it was pointed out that it has only recently become fully functional. Anni stated that GP IT services are provided to the surgery and often the surgery doesn't get a lot of choice about what they can use. The PCN decided that the new website is the system of choice for all Lowestoft practices. Peter also pointed out that it is good that the patients are given the opportunity to question and potentially influence the thinking of the practice management.

6. QR code on the check-in sign?

The question was raised about whether the QR code on the poster could be used for check-in if the terminal was not working. Anni responded that the QR code on the terminal changes regularly for data security reasons. The terminal is controlled from a PC in the reception and occasionally is turned off when a receptionist is not logged in.

7. Help training in the NHS App

The PPG offered its assistance in training patients in use of the NHS app.

8. Repeat Prescriptions

Wendy took up the problem with prescriptions now that the POD is closing down. Anni said that prescriptions are taking much longer time to get to the surgery from the POD, so patients should allow for this. The red post box in the entrance has returned, the NHS App, SystemOne Online, and the website can be used for repeat prescriptions. The POD will operate for a further three months for patients with additional needs from June to September.

9. News from the surgery

We have been offering additional clinics with the doctors since January, this is funded by the ICB and is designed to help with the burden of winter illnesses.

Anni said that a total of 4,795 appointments had been achieved in January, beating the previous month, despite the fact that Dr Tanoë had been on holiday for three weeks.

Dr Romana is settling in well.

The surgery will be acting as a training practice for the medical school at Norwich University so that trainee doctors will be undertaking their training at the practice. Dr Abi has been signed off as a trainee supervisor.

The surgery has engaged a new locum Advanced Nurse Practitioner, which will also help with the workload.

Anni also pointed out that last Monday there were still appointments bookable at 11 am.

10

Any other business

Jane reported asked whether one of the forms constituted a breach of data information. It was pointed out that names appeared on the TV in the waiting room and people said their names to receptionists, so it was in many instances unavoidable.

Graham raised a query about the posters around reception. David asked about safety for receptionists when they left the reception desk to speak in confidence to patients. Anni said that they used the corridors rather than rooms because they considered it to be safer.

Anni reported that there will be spring boosters for Covid for those qualifying in April.

11.

Date of next meeting

23 April at 6 pm in the church hall.

Appointment statistics

In the Month of	January 24	December 23
Total appointments booked	4795	3857
Total patients booked (some patients seen more than once in this period)	2975	2599
Seen within 7 days of booking	1970 (20.6%)	1598 (17.4%)
Seen within 3 days of booking	1767 (18.4%)	1433 (15.6%)
Seen within 1 day of booking	1653 (17.2%)	1321 (14.4%)
Appointment with a Doctor	1634	1273
Appointment with a Nurse Practitioner/ECP	686	399
Appointment with a Nurse/HCA/Care Coordinator	1937	1144
Appointment with a Social Prescriber	12	5
Appointment with a Mental Health Practitioner	34	27
Appointment with Health and Wellbeing Advisor	214	180
Appointment with Clinical Pharmacists	278	216
Appointment with Interface	0	0
DNAs	152 (1.6%)	149 (1.6%)
Cancelled by patient	236 (2.5%)	232 (2.5%)
Cancelled by unit	138 (1.4%)	110 (1.2%)

