

PPG Meeting – 30th July 2024

Attendees: Katie Doughty (Practice Manager), Gill Henry (Locum PM), Jo Irving (Reception Lead), Roger Sandall, Patricia Budd, Len Thurston, Arthur Wiffen, Mike Wilcox, Stella Shackle, Ivan Block, Peter Bucknall

Apologies: Dr Paul Cronin, Ruth Gaskin, Natalie Maskell, Golda Conneely, Sue Rowe

Minutes agreed from the meeting of 28th February 2024.

Matters arising: - We are looking to grow the practice now the new extension is open, and we have more space. We have recruited a dispenser into the dispensary team. Interviewing for an IT/ Facilities Manager has begun, whose responsibility will be to look after the new building areas and IT infrastructure. Nurse Jenny Doyle will be leaving so recruiting into the nursing team for a replacement and a Health Care Assistant role has also started. A Pharmacy Technician, Becki, will be joining us in 2 weeks to work alongside Elliott, the Clinical Pharmacist. Elliott has completed a prescribing course which will support GPs in medicine management. Both Becki and Elliot will be able to deliver COVID and flu vaccinations. A secretary has joined us and is being trained into the role as she is new to general practice.

Updates: - Freeing up GP time by employing extra health care roles has allowed us to move to 15-minute appointments relieving the pressure of GP's when running late in seeing patients and other tasks. We still have 7 GP's who all work part time and equates to 3.8 whole time equivalent GPs. We are undertaking a lot of work looking at patient demand and freeing up GP time, to enable us to match the patient with an appropriate health care professional. There are many health care professionals who are more appropriate to deal with specific patient needs than a GP, for example a physiotherapist dealing with MSK problems. Katie has written an article called, 'Are you getting more doctors?' and would like the PPG to read it. The article explains the health care professionals who people may not be aware of within the clinical team and help us match the right person at the right time. Katie will circulate the article to the PPG once the partners have read it and would like feedback from all.

The group discussed the opportunity to recruit GPs in the current climate and Katie explained there are different experiences across the country. London based GPs are struggling to gain employment but there is not a recruitment problem in the local area. The Surgery is aiming to become a training practice and will be looking at hosting two year 4 students at the end of the year and host year 5 students soon. This is a very worthwhile opportunity to give back to general practice but does involve one of our GPs being taken away to train students.

Patient numbers/ DNAs: - Patient numbers are still increasing with new patient registrations. There are not so many patients as there once was joining us from Brundall. Probably due to them introducing a new appointment booking system, which involves on the day clinics and advanced booking appointments no longer readily available. It has taken a long time for Brundall's new system to bed in. We have on the day appointments available

after the morning flurry of telephone calls. There is usually good daily availability for the nurse practitioners' appointments. Ideally, we would like to aim to offer a pre-bookable GP appointment within 7 to 10 days.

Appointment figure data has already been reviewed and showed majority of appointments booked were face to face. June's face to face appointments were lower due to building work and some accessibility issues. This resulted in some rooms being unavailable for face-to-face appointments but were used for telephone consultations. E-consult figures remain stable, but we would like to increase this figure. Getting through to staff via the telephone is getting easier due to the introduction of a new telephony system. DNA rates are still too high and there was a discussion around appointment reminders not always being sent. The DNA figures represent both GP and nursing appointments and there is a correlation between health conditions and appointment reminders. If a patient DNA's three times, a letter is sent to remind them of the importance of attending. We prefer not to do this though as some people do have genuine reasons for missing the appointment, or they have just forgotten.

Housing development: - There is no planned new housing development in the catchment area. More than 40 new houses are being built near the new football pitch. A new surgery is being built at Rackheath with completion due in 2026. We are not sure of the impact it will have on us as we are unaware of the catchment area.

Pharmacy application update: - Our application has been refused by the Commissioner, (ICB). A rival bid was also refused from a pharmacist based in Rackheath. The decision stated a pharmacy was not needed in the area. We are appealing and so is the rival bidder. Our bid benefits from us already having a lease drawn up to rent space in the new building. Brundall surgery opposed all the pharmacy bids as their dispensing numbers would have decreased.

Extension debrief/ open day: - There was a minimal delay to the completion of the project by 4 weeks. Sign off by Building Control took place last Thursday. The surgery continued to successfully run all services throughout the build. There are some small snagging issues to be resolved in the next few weeks. Additionally, a new bin store has been erected, all rooms have been redecorated, PC's have been installed and we are waiting for new clinical beds to be delivered to enable all rooms to be fully operational. The nursing team have moved into larger rooms to give them more space to deliver patient care, in particular dressings. The clinical team will be based roughly half in the new building and half in the refurbished building to give a mixture of disciplines. The official opening day will be on Thursday 3rd October between 3 and 5pm to which the PPG are invited, all invitations will be sent in the coming weeks. A tree will be planted, and a plaque unveiled to the memory of a patient who donated money to the practice which facilitated creation of some extra clinical space. The surgery and dispensary will shut in the afternoon and deal with emergencies only. This will be communicated to patients.

An open health day is still on the cards with the plan to have stands and flyers showing all services and service providers available to all patients based in the surgery. It will give the opportunity to meet the services and understand who does what.

Newsletter: - Katie has written articles for the newsletter around the flu vaccination campaign for this year. It contains information on a new RSV vaccination being offered to pregnant ladies and those aged 75 years and over, up to the age of 80. Respiratory Syncytial Virus is a common cause of acute respiratory tract infections which are usually mild and self-limiting. Any ideas for a forthcoming newsletter should be sent to Katie or Gill. Parkrun information and fundraising ideas for the Norfolk Zipper Club, providing research into heart issues, open heart surgery and putting equipment into Papworth hospital were suggested in the meeting.

AOB: - A 'take over' day for the parkrun at Lingwood was discussed to promote the surgery, PPG and Lingwood Park Run. The take over day would be a good opportunity to showcase the social aspects of the parkrun as well as health benefits of running or walking the course. The event would take time to organise, and April 2025 seems a realistic timescale to hold the event.

Katie informed everyone the results of the patient survey which was held in January and February this year and published in July. Again, we scored highly and above the national and local average. The biggest increase in satisfaction occurred in the percentage of patients who found it easier to get through by telephone and saw call wait times decrease. 88% of patients found it easy to contact staff via the website. There was an overall increase in areas for contacting the practice, especially as we have introduced a telephone call back service if a patient is more than eighth in the waiting queue. The standout score was 100% confidence of patients in the health care professional they are seeing.

The PPG congratulated Katie and her team for achieving this 100% patient satisfaction score and the result of the survey overall.

KD thanked everyone for their time and attendance.

Next meeting – 29th October at 5.30pm