

PATIENT PARTICIPATION GROUP

Meeting, Tuesday March 25th 2025, 12.30pm

MINUTES

1. Welcome:

Tony P who has stepped in to Chair the meeting in Mike H absence welcomed all attending members and TMG staff.

Patient Members: Tony P, Rob P, Maureen H and Anne J

TMG (Thorpewood Medical Group) Members: Karen S (Practice Manager) Elizabeth D (Secretary)

Apologies:

Members: Mike H, Bob L, Rick S, Cheryl P, Tracey W

TMG (Thorpewood Medical Group) Joe B (IT Lead)

2) Minutes from the meeting of the 11th of February: Accepted as circulated.

3) Matter arising from the minutes:

a) (5a) New members – engagement process: suggestions of a written process, tour of surgery but has been held over till next meeting **Action: All / MH**

b) (5b) PPG Structure: suggestion that no one person had a specific role but all to help each other in all duties, this has been held over till next meeting for further discussions **Action: All**

c) (5c) Town Council Presentation: Held over **Action: MH**

d) (5d) Guest Speakers: MH invited members of the PPG to put forward suggestions for guest speakers for the year ahead. Held over for next meeting. **Action: All**

(8-1) vaccinations- Held over

(8-2) Finances in Surgery- Held over

4) Dussindale Surgery:

This is full steam ahead with a provisional date of re opening of the Surgery set for the Monday 28th of April, this is however, subject to all checks i.e. legionnaire check and Fire safety checks being completed and necessary preparations being in order prior to that date. All equipment needed is in place, staffing rotas are being drawn up and patients will have a certain amount of flexibility in choice of where they are seen whether it be at Dussindale or Thorpewood.

5) CQC (Care Quality Commission) Inspection:

This took place both online and in person at the surgery. Staff had been given questionnaires to submit to them prior to the visit. Both the Partners and various clinicians had online meetings with the inspectors prior to the visit. PPG members also took part in a Teams call and the inspectors seemed to

be enlightened by their comments and happy with responses, also seemingly impressed with how involved the PPG is with the surgery and outside organisations.

On the day, 3 inspectors, one of which was the lead inspector, spent the morning at the surgery observing, viewing policies, processes and procedures that the surgery have in place.

We are hoping to have feedback from the CQC in the next few weeks.

6) WIC (Walk-In-Centre):

There has been notification that there is the possibility of the WIC closing. Currently the WIC opens all day and all weekend giving much need capacity of care to patients once surgeries are full to safe capacity and when surgeries are closed at weekends.

There have been 2 options given.

- 1- It closes completely and money is distributed amongst the surgeries in the Norfolk & Waveney catchment area.
- 2- They will remain open at a reduced service of 4 hours a day.

There is a questionnaire which can be filled by members of the public to give their views on the Health Watch website.

7) Any Other Business:

- a) Text reminders to patients that are sent. Can they be advised in that message if it is a telephone consultation or Face to Face appointment. **Action: JB**
- b) Can patients be encouraged to have telephone consultations for issues which do not need Face to Face appointments.
- c) Can clinicians keep to appointment times even telephone consultation times.
- d) More help for the vulnerable /older generations, KS pointed out we are veteran accredited this extends to veterans' families also and that we do have a social prescriber who is increasing her hours which will be of benefit also. Libraries run sessions to help the less tech savvy people navigate a computer. Is there anything else we can do/provide? **Action: JB/KS**
- e) Is it possible to have more /larger No Smoking signs in carpark? Advertise it on Facebook? **Action: KS/JB**
- f) A request for appointment slots to be released for further ahead i.e. 2 months in advance.

Meeting Ended-1.48pm