

THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr K Dawson Dr A Prior Dr V Bellamy

PATIENT PARTICIPATION GROUP

Meeting, Tuesday May 13th, 2025, 12.30pm

MINUTES

1. Welcome:

Mike H welcomed all to the meeting and thanked Tony P for chairing the last meet in March.

Patient Members: Mike H, Tony P, Rob P, Maureen H, Anne J, Bob L

TMG (Thorpewood Medical Group) Members: Karen S (Practice Manager) Elizabeth D (Secretary) Joe Bales (IT Lead)

Apologies: Members: Rick S, Cheryl P, Tracey W

2) Minutes from the meeting of the March 25th, 2025: Accepted as circulated.

3) Matter arising from the minutes:

a) **(5a) New members – engagement process:** Mike H will draft a light and not too formal process and circulate for discussion and adoption.

Five copies of the PPG Evaluation & Tool kit to be printed and made available for Mike H for new member induction. Date to be advised. **Action LD/MH**

b) **(5b) PPG Structure:** The purpose of reviewing the structure of the PPG was to create opportunities for members to become more involved. Anne is looking after **Communication**, Tony is looking after **Environment** and Rob has agreed to look after **Recruitment**. In future these areas will become standing Agenda items to provide feedback and opportunities for discussion. Ads for recruitment to be refreshed on the website and on Facebook. **Action: RP/JB**

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

d) **(4) Dussindale Surgery:** Practice Manager Karen S confirmed Dussindale Surgery is up and running smoothly with extremely positive feedback from patients and staff. She also expressed that the PPG members were welcome to come and visit the surgery to look around.

e) **(5) CQC Inspection:** No update at present. The surgery made available all information requested by the CQC and feedback is awaited. The PPG meet with the CQC on Teams went well and we were told they seemed impressed with the achievements made by the PPG and Surgery with regard to items like the 'bookcase', "nonsmoking" signs, environment, bench and working with other PPG's.

f) **(6) Walk - in - Centre:** Public consultation is due to end on the 25th of May. The meeting was made aware of a live Consult to take place on the 20th of May at the Forum. Mike invited members of the committee to join him at the F2F consult to voice their opinions directly.

g) **(7a) Text Reminders:** In reply to a question, text reminders are only sent out for Face-to-Face appointments booked and texts will not be received for telephone consultations booked. The message will confirm what surgery to attend (Thorpewood or Dussindale) and the opportunity to

cancel the appointments will be provided in the message. The meeting was reminded that telephone appointments would not be at an exact specified time.

- h) (7b) Telephone consultations for issues that do not need face to face appointments:** This is encouraged by the surgery/reception team.
- i) (7c) Appointment time keeping:** Whilst the clinicians endeavour to keep to the time of the allotted face to face appointments delays are unfortunately possible. These are mainly due to factors beyond the clinicians' control, such as complex cases or an emergency within the surgery to name a few..
- j) (7d) More help for the elderly:** In reply to a question, help is available from an in-house Social Prescriber. Social prescribers are professionals who connect individuals to community-based activities, groups, and services to improve their health and well-being. They address the social determinants of health, such as loneliness, isolation, and financial issues, by working with people to identify their needs and connect them to resources that can support their well-being.
- k) (7e): More/Larger no smoking signs :** In answer to a request, the Surgery has already placed signs up and no more signs can be done.
- l) (7f) Appointment slot release:** The surgery is not able to release slots further ahead of the four weeks than we already do.

4) Performance Pack:

DNAs have come down which is hugely positive. Repeat medications have gone up. The FTE (Full time equivalent) figure will be on the next performance pack. Hopefully the reopening of Dussindale will see the patient numbers grow in due course.

5) Guest Speakers: Practice Manager Karen S to speak at next meeting regarding surgery finances. Possible other speakers below for future meetings are as follows.

- i) Vaccinations and other cycle provisions
- ii) The Developing Role of Community Pharmacies

6) Any Other Business:

- a) Macmillan Coffee Morning:** This is to be held again on the 26th of September 2025 after Joe B success last year.
- b) The Surgery have signed up as a Park Run Surgery:** this is Nationwide, and the PPG will spread the word.
- c) Coded Entries on System 1:** The clinical system recognises diagnoses through codes captured which are also used for further analysis.

7) Date of next Meeting: Tuesday 8th July 2025

Meeting Ended-14.04 pm