

Patient Participation Group
Minutes of Meeting
17th May 2023

1. Welcome: The Chairman welcomed everyone, including the new members and the Practice representatives, to the meeting.

2. Present: Theresa Banks (TB), Wendy Border (WB), Will Border (WBo), Jane Chase (JC), Kathy Foley (KF), Jill Fisk (JFi), Pat Fraulo (PF), Jasmine Fulcher (JF), Ian Gutteridge (IG), Stella Gutteridge (SG), Penny Hipkin (PH), Roger Smith (RS), Dr Nelicia Wijeyawardene (NW), Margaret Worledge (MW)

Apologies: Julia Bateson (JB), Richard English (RE), Ann Lemmon (AL), Patricia Meek (PM), Malcolm Powell (MP), Brian Thompson (BT)

3. Minutes of Last Meeting: These were agreed as a true record. (prop. JF, seconded WBo).

4. Matters Arising:

TB asked whether previous issues, with diabetic clinics, raised in the January meeting, were resolved. KF reported that there are no issues, and the clinics are running smoothly.

RS raised the matter of problems with the PA system at the open meeting. IG acknowledged there had been problems but the likely number of attendees had not been known and so a PA system had not been considered. If a future open meeting is held at the new surgery, we can consider using a PA system. KF reported that there are 3 planned meeting rooms at the new surgery, and all will have excellent IT sound systems so a PA system is unlikely to be required.

5. Treasurer's Report:

The hire cost of the Methodist Hall was £50 so the accounts are as follows:

Reserve Account balance	£73.12
Current Account at 16.3.23	£893.50
Current account balance at 17.5.23	£843.50
Total Balance	£916.62

6. Practice Update:

KF reported that a new GP, Dr Adrian Munn, from Norwich, is joining the practice. SJMP is trying hard to recruit more doctors but there are difficulties in attracting doctors to the region. The present group of GP trainees are splitting their training between the practice and QEH.

A new role of GP assistant has been devised by NHS England and the practice hopes to have 4 of them. The assistants can order tests and referrals, and look at how to improve appointments – for example, order necessary tests in advance of an appointment to give the clinician better information. IG asked whether the assistants would be clinically trained. KF said they would be trained in-house but would not have formal qualifications.

A very successful recruitment event took place on April 22nd, advertised on Facebook and Eventbrite. There were many attendees, particularly from hospital staff. Most of these are currently in role but looking to make a change. The practice received 117 expression of interest forms on the day and are now interviewing. SJMP staff volunteered to meet and greet on the day.

On May 30th, the rotas will be changed and appointments will be extended to 15 minutes. The practice expects that, from now on, 90% of all appointments will be face to face, although when patients call to make an appointment, they will still be given the previous options also. Mondays will be kept free for acute appointments.

KF was asked about booking online appointments. She replied that the system was being upgraded and it will allow some booking online but the practice wishes to avoid patients booking unnecessary GP appointments. A general discussion took place about this. JC pointed out that the self-referral system for physiotherapy and Clinical Pharmacist worked well.

KF reported that SJMP has joined the Integrated Care Board so will use a database that uses algorithms to give a more proactive approach to patient care. It is a pilot scheme.

TB asked whether SJMP has received new patient queries from patients of other practices, as a result of the relocation, and whether there was a cap on numbers. KF said the practice could not refuse new patients, unless they lived out of area. RS asked about the proposed South Lynn hub and whether it would make a difference. Its likely impact is unknown as it is not known what services will be there.

The newbuild is on track and colour schemes and flooring have been chosen by an admin and GP task group. KF reported that the site is very organized, and, on completion, all furniture and equipment will be new.

Currently, there are many problems with the toilets in the present building and the practice is having to continually pay for drain cleaning.

KF pointed out that, contrary to what had been reported earlier, the newbuild was not a modular building.

MW asked whether the 30mph zone in South Wootton would be extended to allow safe crossing to the new surgery. KF reported that it has already been done and a crossing island has been constructed, also.

Finally, KF informed the group of the sad passing of Dr Peter Tasker on 14th May.

7. Queen Elizabeth Hospital Update:

PH said that there was no governor input now as she is no longer a governor. IG will contact Sarah Renwick to see if we can have a governor attached to the group and PH will mention this to other governors. PH reported that the League of Friends' magnificent contribution to QEH has been acknowledged with a party.

8. A.O.B:

RS raised a question about the respiratory clinics situation and pointed out that, according to statistics, 20% of the population has a respiratory problem. KF replied that the practice is trying to catch up but it is having to utilise an external agency and clinical pharmacists, at the moment. They are trying to recruit another respiratory nurse but this is proving very difficult. HCAs are doing spirometry testing and they are working through a backlog of patients.

PH asked whether the annual recall system, inviting a patient for a review on the month of their birthday, was still operating, and KF said this was the case.

IG informed the group that the PPG insurance was due. The core cover is public liability and as the SJMP policy does not extend to cover the PPG, IG felt that the annual premium of £135.84 was very reasonable and is a reduction on the previous year. Members present agreed to continue the cover. KF said the practice was happy to pay the insurance costs. IG will send the invoice to KF.

KF informed the group that when the new build is finished, it would be good to have a Meet and Greet session for patients, with helpers from the PPG. TB suggested we do this for a week, with a volunteer rota as we had for the Vaccination programme. IG will ask for PPG volunteers and then prepare a rota, when this is required.

9. Date of next meeting:

19th July 2023.

St James Medical Practice