

Patient Participation Group
Minutes of Meeting
19th July 2023

1. Welcome: The Chairman welcomed everyone and introduced our guest, Linda Purdy, Associate Director of Patient Experience at Queen Elizabeth Hospital.

2. Present: Theresa Banks (TB), Julia Bateson (JB), Wendy Border (WB), Will Border (WBo), Sylvia Cliffe (SC), Jasmine Fulcher (JF), Jill Fysh (JFy), Karen Goult (KG), Ian Gutteridge (IG), Stella Gutteridge (SG), Ann Lemmon (AL), Malcolm Powell (MP), Rachel Seakins (RS), Brian Thompson (BT), Peter Tufts (PT), Margaret Worledge (MW)
SJMP: Natalie Johnson (NJ), Dr P Mitra (PM)

Apologies: Enid Bright (EB), Jane Chase (JC), Richard English (RE), Pat Fraulo (PF), Penny Hipkin (PH), Pat Simpson (PS), Roger Smith (RS).

3. Talk from Linda Purdy:

Linda gave the background to her work and outlined what the role involves. She works with the Chief Nurse and the Deputy Chief Nurse in an all-encompassing role. IG and TB are part of her Readers' Panel at the hospital which advises on publications for patients. Linda explained what Patient Experience involves, which is clearly defined in the title. Accessibility, in all its forms and areas, is a central part of the role.

She informed the group that the average reading age in the UK is just 11 years of age which means that leaflets need to be far more accessible and jargon free, as far as possible. The Patients Voice group recently looked at entertainment provision (television access is extremely expensive). Patient Experience is also questioning patients about how they feel and have got their views on the Wi-Fi and entertainment contracts.

Linda works with many different departments and canvasses opinion via the Communications Team. She said the hospital definitely listens to patients' views and she feels inspired by her role. She hopes to meet with the Patient Panel soon. This and the Readers' Panel are extremely important to patient experience. Complaints and PALS are also part of Patient Experience and it is a wide-ranging, and enormously important, part of QEH.

Linda then informed the group about the new Electronic Records project. The ICS wants all departments across West Anglia to be able to share patients records electronically. It is a huge, ongoing project at the hospital. At this point, Linda invited any PPG members to join the Patient Panel if they wished to and she invited questions from the group.

A range of questions were fully answered on car parking problems and costs, new car park and buildings, signage, hairdresser provision, patient shopping, and family liaison officers. Linda explained that the latter is a non-clinical paid role which assists patients and their families in many ways.

IG thanked Linda Purdy for her most interesting and informative talk.

4. Minutes of last meeting:

These were accepted as a true record. Proposed by JF, seconded by SG with all in favour.

5. Matters Arising:

IG reported that the PPG insurance has now been renewed and the Practice has kindly paid the premium.

6. Treasurer's Report:

There were no income or expenditure

Reserve Account balance 19.7.23	£73.32
Current Account at 19.7.23	£843.50
Total Balance	£916.82

7. Practice Update:

New Build (PM): PM reported that the Practice staff have visited the site. Patricia Hewitt (ex Secretary of State) was there also. Retired SJMP GPs were invited also. The building is coming along well and is on target for completion. The Practice is very excited about it. A great deal of time and effort has been spent on choosing colour schemes and a display board has been put up with all the swatches.

MP asked whether patients had been allowed input on choice and PM replied that choices were made by a selected limited group of members of staff. The colour schemes and materials were demonstrated to the group and PM reported that the signage for outside has been chosen. There will be 3 patient self-checking pedestals and a check in desk. The patient's name will come up on a screen and the reception team will be able to see into the waiting rooms.

There will be a separate children's waiting area with child friendly designs and space for prams, pushchairs, and wheelchairs. A space has been earmarked for a pharmacy but no organisation has come forward. Currently no local pharmacy wishes to relocate.

RS asked about additional services. This has been opened up to the ICB and the PCN but nothing has been finalised. Small operations that currently take place will continue and an endoscopy suite has been included with a view to bringing the Dersingham unit back to SJMP. This is proving problematic, however, both practically and technically.

Two days have been scheduled in October to clear the old building in preparation for the move. MP asked about what information was going to patients about the move and what publicity was being undertaken. The group was informed that the move will be promoted nearer the time and a Communications firm will be helping with the PR for this.

MP mentioned that the South Wootton sign seems to have been moved. TB pointed out that Norfolk County Council is responsible for signage and boundaries, and signs are in the correct position. MP said that as the surgery is now in South Wootton, the precept would be paid to the parish.

Staffing: NJ reported that recruitment seems to have been made easier by the new build. There are many new staff members. Jayne Johnson will commence as lead nurse. She is also trained in Women's Health (WH), and will be working alongside Pippa providing extra WH clinics including a new Menopause clinic.

A community HCA starts soon and will be responsible for doing pre-assessments for GP home visits. Home visits will also be done by Jane Foreman, a new paramedic. This allows more focus on Community health. A GP assistant is working with 2 GPs and this will enable forward planning before patients' appointments with GPs.

Two Care Coordinators have been recruited and trained from the office staff. They will signpost patients to various services. A new Registrar is starting at the Practice whilst the previous 4 Registrars who were doing their GP training are moving to their next rotation. They may be re-employed in the future. There is also a new long-term locum and a new GP is starting in September.

The two Advanced Nurse Practitioners, Bryony and Maria, have left but a new ANP, Andre Garcia, is working 4 days a week with the practice and it is hoped he will stay. More staff will be recruited later.

Patient Matters:

A new booking tool -Accurex- is linked to System One. Patients will be sent a link with appointment times to choose from. This should help to reduce phone calls and it is being trialled at the moment. Flu jabs will be booked this way from 14th September onwards.

The NHS app can also be used to make bookings and it links to health records. The PPG will be promoting it.

There is a new pilot scheme for Eclipse -a programme which works with hospitals to highlight patients who have abnormal blood tests whilst in hospital. The aim is to raise awareness of these patients directly to GPs. Monitoring certain long-term conditions in depth is also enabled by this programme. This is the first pilot scheme in King's Lynn.

8. Queen Elizabeth Hospital Update (IG):

PH was not present so IG gave a report. He has been in touch with Sarah Renwick about the QEH providing a Governor but he is still waiting to hear from her.

The Electronic Patient Record Project is well under way. It involves all three acute Norfolk hospitals. (QEH, Norfolk and Norwich and James Paget). Patient records will eventually be available through all 3 hospitals. The Cambridge hospitals are not included. Initially, clinicians will have access and this should make things more efficient but over time access will be rolled out to patients and, eventually, EPR should integrate with the Primary Care systems. It is a massive project. MP asked why Cambridge is not included. He is an Addenbrooke's patient and gets regular, electronic records of his visits. IG said it was hoped that there will be regional integration eventually.

There will be industrial action at the QEH. Junior doctors will strike first and then consultants. Many electives have been cancelled but QEH is trying to keep on top of the situation and provide urgent and emergency care.

A quarterly staff survey is underway. At the last survey in April there was a 20% response.

Feltwell Ward has been shortlisted for 3 national awards for its Falls Prevention Campaign.

There has been an appeal for clean clothes for patients. Staff and the public have been asked to donate clean, outer clothing.

9. A.O.B:

JF asked about asthma care review appointments. A patient had been expecting a call but it did not happen and then this was recorded as DNA (Did Not Arrive) on the patient's mobile. NJ said she would investigate it and it is thought that this is because a company, Interface, has been outsourced to do reviews with patients. TB pointed out that patients have had problems before with outsourced review appointments.

10. Date of next meeting:

20th Sept AGM St James Medical Practice