

# School Lane Surgery

## PATIENT REFERENCE GROUP (PRG) MINUTES (Condensed)

Meeting: Thursday 18<sup>th</sup> December 2014

### 1. HEALTH LIVING CENTRE (HLC) UPDATE

The **Minor Surgery Room** is currently being refurbished and the job should be finished by February, from which point it will be possible to carry out cataract operations.

An **Open Afternoon/Evening** for providers will be held on Thursday 19<sup>th</sup> March, to which the group will be invited. An official invitation will follow in due course.

The **PMS Practice** (School Lane Surgery at the HLC) has been asked to take a 25% cut in funding, which would have a severe effect on the service. An audit is to be carried out to show the pressures being put on the surgery, as a part of which INTRAN (the interpreting and translation service) will be involved; the extra load put on services by foreign patients is considerable.

### 2. HEALTH AWARENESS DAY UPDATE

There will be a GP at both sessions of the awareness day, with Grove Lane Surgery providing for the afternoon, and our own Dr Hadley-Brown in the evening.

The Norfolk Deaf Association has asked if it would be possible to bring their large van, which has facilities to carry out hearing tests and also hearing aid maintenance. The vehicle takes up 3 normal car spaces, and we will first need to find out if they are in possession of a permit to park in public parking spaces.

Advertising for the awareness day will need to begin soon, and the Leaping Hare will be approached for help with the production of a suitable poster, as well as flyers to hand out.

It had been thought that a banner could be placed above the entrance to the Carnegie Room on the day, just so that it was obvious to passers-by that there was an event taking place, but the entrance doors are due to be replaced in March and it is not certain if this will be possible. It was suggested an electronic banner message might be installed, but this is speculation and we will just have to wait and see.

The surgery will be carrying out a recce of the Carnegie Room in February to establish that there is a wi-fi signal, and to make a map of electrical points etc.

### 3. CARE QUALITY COMMISSION (CQC) INSPECTION

The surgery was recently inspected by the CQC and is now awaiting the full report from the 4 inspectors who made the visit. It was a very busy day on the 19<sup>th</sup> November and the team seemed impressed with the surgery performance. It was a most thorough inspection, taking in everything from patient leaflets to the contents of the cleaning cupboards! There were compliments, and the surgery is hopeful of a good result.

The final report will be publicised when it is made available to the surgery.

### 4. OUT-OF-AREA REGISTRATIONS

The surgery has signed up for the enhanced service **out-of-area registration**, for which it is paid a fee; this means the practice list is now open to all patients in England. The service enables patients from other regions to register and to make a routine appointment, but it does not cover emergency; in the case of the latter the surgery must ensure that patients know exactly where to go for attention.

The surgery receives a standard level of funding per registered patient, and if a patient is not registered they will be liable for a fee (even if they live in Thetford).

Foreign visitors to the town must pay for any appointments and subsequent prescriptions. Where this will not apply is when the foreign visitor tells the surgery that they are here or are planning to stay for at least 6 months, in which case they are fully entitled to receive treatment. ID cards are always checked, if only to confirm spelling of surname and D.O.B etc., though there is no obligation on the surgery to do this.

## 5. FEEDBACK FROM THE ONLINE GP PATIENT SURVEY

The CQC has awarded the surgery a 5 out of 6 in last years **risk rating** test, and the point lost was entirely down to the Online GP Patient Survey. It seems a little unfair as the negative feedback was mostly to do with waiting times, about which there is little that can be done unless the surgery is able to increase staff numbers; which is entirely down to government funding.

Anybody following the news will know of the crisis currently facing GP surgeries and hospitals, and the CQC itself has made headlines by being seen as too ready to downgrade surgery performance. There has been justified criticism of the data used in the assessment, and the CQC is now in consultation with NHS England and others in a bid to try and sort out the confusion.

## 6. OTHER BUSINESS

**Christmas & New Year Pharmacy:** It is agreed that the lack of pharmacy cover in the town over the festive period is highly unsatisfactory, and a letter was sent to Elizabeth Truss MP to ask if she might look into the situation: it is astonishing to think that there are 7 individual pharmacies in the town but not one of them is providing cover for Christmas Day or New Year's Day; patients are expected to travel to Watton for an emergency prescription on December 25th and to Bury St Edmunds on New Year's Day.

Since our meeting there has been a communication from NHS England to say that Tanner Street Pharmacy has now registered an interest in providing bank holiday cover and that they will be considered when the rota is next being organised (Easter)... watch this space!

**Urgent Care Pilot:** The HLC will host an **emergency walk-in centre** on Saturday mornings for a trial period of 3 months, which it is hoped will reduce the number of inappropriate visits the local hospital A&E Department. Our GPs will deliver the service, and it will be available only to those patients registered with a Thetford GP Surgery.

**New Doctor:** A new trainee GP will be joining the surgery in February, Dr Michael Albert is a Junior Registrar an comes to us from East of England Multi-Professional Deanery.

**Waiting Times:** The current waiting time for an appointment at the surgery is 2 to 3 weeks. This recent deterioration in performance is down to illness and shortage of staff.

The **Lord Walsingham Dementia Group** is hoping to receive some feedback from the recent visit by the surgery Proactive Care Planning co-ordinator.

Every GP Practice has to submit the detail of their checks for dementia, and the tests have to be created and established by the surgery itself. They are proactive by nature, and the template is designed to recognise the early symptoms; School Lane Surgery is held up as an excellent example!

The surgery is also looking to employ an Admiral Nurse, whose speciality is in the field of dementia. The nurses are trained in early diagnosis, and the support systems to facilitate living in the community.

**Surgery Hygiene:** A new hand-cleansing station has been installed at the entrance to the downstairs waiting area at School Lane.

**Patient Power:** A governor of the Norfolk Community Health & Care (NHS Trust) is to be invited to come and talk to us about **patient power**. The organisation was born out of the demise of the Primary Care Trust, when its responsibilities were split into **provider** and **supplier**.

The **NHS Text Service** is ending, so there will be no more reminders sent to a patients mobile phone. The surgery is now collecting email addresses so that patients can be reminded by computer.

**NEXT MEETING: Thursday February 19<sup>th</sup>, 7 PM at School Lane Surgery.**