

School Lane Surgery

Patient Participation Group (PPG)

(Condensed)

Thursday 19th September 2024

1. Welcome

Natalie was unable to join us this evening, she is feeling a bit under the weather; get-well Natalie.

This evening, we enjoyed the company of two special guests: June's sister is visiting from Australia and we thought she might give us an insight into how things are done on the opposite side of the world. Tina Oakley is the Patient Services Manager of Grove Lane Surgery, who is looking to learn from us.

We also have a new PPG member, Toni, and Stephen thought it a good idea if we went around the room to introduce ourselves.

2. Previous minutes

The minutes for our previous meeting in July are approved.

3. Public Question & Answer Event

A public question and answer event is to be organised, "Your Surgery, Your Voice," with the PPG taking the lead. It is to be held at Thetford Library on Tuesday 12th November between 5pm and 7pm, with the payment for hiring the upstairs room already negotiated, including refreshments.

The plan is to have a panel of experts who will be able to answer pre submitted questions from members of the public, though these will be restricted to School Lane Surgery; it will not include the pharmacy as that is a separate business. The panel will consist of Dr Overy, Dr Yu, Sandy Smith, and Marc.

The event will be promoted from October 1st with posters at School Lane and the Healthy Living Centre, and PPG members are asked to place them wherever it is felt people might be interested; library, care facilities, pharmacy etc. Also, question slips will be placed in the surgeries so that patients can easily submit them. The website will be promoting too, as well as the screens in the surgery waiting areas.

Marc will collate the questions collected in the surgery and forward to the PPG, who will then decide which are more likely to inform our patients. There will no doubt be submissions that are of a personal nature, which the panel will not be able to answer in a public meeting, and any such questions should be directed towards the surgery.

Stephen will chair the event, and give the introduction so that all those present understand what what we are hoping to achieve by holding this event. Marc will then give a talk on how the NHS runs and the surgery role within the whole setup, before we get to the questions; which should be those that have been pre-submitted, as with only 2 hours we are unlikely to be able to take many, if any unscripted questions.

4. Healthy Living Centre Update

Carly Basset, who is now Primary Care Network Manager, is well known to the PPG since she once led us too! Carly has done very well and her skills have been recognised through an impressive series of promotions. She gave members of the PPG a tour of the new building work at the centre, designed to provide more clinical rooms and corresponding waiting areas, and everybody agreed the new layout is very smart. So, now it is about putting bums on seats! - Carly was thanked for her guided tour.

5. Practice Updates & News

The surgery received more **compliments**, which is always very nice, and there were few complaints; none of which was serious in nature, or considered systemic.

Of the **significant events**, one was a warning letter sent to an abusive patient. The surgery will not tolerate abuse of staff, and can refuse to see a patient who is being abusive. NHS England (Integrated Care Board) can relocate a patient, and it is fortunate for us that there is just a very small minority involved. Staff are having to always look out for patients that may have been drinking or using drugs.

3 Registrar GPs have recently finished their training at School Lane Surgery, and Abhi Balasubramaniam (henceforth to be known as Dr Abhi!) has decided to stay on and join the practice.

Many patients are not fully aware of a GPs work schedule, which currently sees a full-time GP having to work 4 days per week. Each GP can see 25 patients per day, maximum, as this is seen as the safe limit. There is some flexibility if cases are considered to be less serious, or more serious even. A Face to face appointment is best and is what our GPs want; they are slowly being reintroduced. Reception will be able to book appointments eventually, and the surgery asks that patients be flexible, presenting just one problem at each single appointment.

6. Other Business

- a) School Lane Surgery is currently down on the number of nurses it hopes to employ, and is looking for a volunteer to stock trolleys. This would take a load off the other nurses in the surgery.
- b) Karen Norcott, the Breckland Alliance Primary Care Research Nurse and Operations Manager, will be at our next meeting to discuss her current work and studies.
- c) There has been much in the media of late concerning Mpox (monkey pox), but there is no panic.
- d) It was asked if new recruits to the PPG should be given a welcome pack or A4 sheet, consisting of a general description of what we do (the reason for our existence), a copy of previous minutes, a basic description of our members, services provided by the surgery and where we are sent for treatment etc. The Healthy Living Centre and School Lane being the same practice should also be explained.
- e) The Blood Pressure form on the surgery website cannot be changed, in that it has 2 separate boxes to enter a morning and evening reading; but the surgery will still receive the information if just one of the boxes is used.
- f) James Whitlock, the newest Clinical Pharmacist in the surgery, will come and visit us but it will most likely be in the New Year.
- g) Marc thanked everybody for their assistance with the Bake a Cake Sale. It all went very well, with over £200 having been raised. Marc asked if we should consider a Christmas Bake a Cake Sale?
- h) Not so many people are testing for Covid or Flu, but it is getting towards winter and the numbers will increase. There are no local clusters, so far.
- i) While patients are allowed to ask to see a particular GP, this is not always possible immediately, but 'continuity booking online' will be coming back.
- j) Marc was asked if he could find out the latest on hospital transport. It will be on the next agenda.

7. Future Meeting Dates (2025)

Thursday 16th January

Thursday 20th March

Thursday 15th May

Thursday 17th July

Thursday 18th September

Thursday 20th November

At this point Steve thanked everybody for attending.

NEXT MEETING: Thursday 21st November, 7 pm at School Lane Surgery