

PPG Meeting (Condensed)
School Lane Surgery
Thursday 14th September 2023 19:00

Item	Agenda Point	Notes
1	Previous Minutes a. Awaiting minutes for meeting on 18th May 2023. b. Agree minutes from last meeting on 20th July 2023 before adding to School Lane Surgery website. c. Chair	<ul style="list-style-type: none"> • No minutes available from the meeting on the 18th May. Still to be completed. • All present at the last meeting agreed the mins were a true reflection and happy for them to be put onto the website. • It was discussed that the chair has moved away and was thanked for their service. Discussion was held on the requirement for a new Chair. At the end of the meeting, it was agreed that Chris Goddard (CG) and Stephen West (SW) would be put forward for sharing this role going forwards. <p style="color: red;">ACTION 14/09-001: CG and SW to be the chairs for the group, PPG to agree next meeting.</p>
2	Introduction – Marc Rolph, Practice Business Manager	<ul style="list-style-type: none"> • MR introduced himself as new in post for four weeks. Previously worked as Business Manager for GP surgery in Norwich as well as in Suffolk and Cambridge. • MR advised that he is very much looking forwards to working at School Lane and with the PPG. • Confirmed that he will aim to attend all PPG meetings.
3	Emma Peek, Community Development Coordinator Norfolk & Waveney Wellbeing Service	<ul style="list-style-type: none"> • The group welcomed EP to the meeting and were updated on the services offered. • EP was looking to reach out to groups to see what was needed in the local area. • The wellbeing service is for those Pt who may be struggling and do not quite meet the threshold of more specialist intervention. Behind EP sits a range of therapists and staff who meet with Pts and groups as well as online. These provide support to Pts on a one to one or group basis. • EP works across S. Norfolk and runs wellbeing walks that anyone can attend. There was a lot of discussion, and a PPG member has been on them and thought they were great. • The walks end in a café for a social element and there was discussion on using another café around Thetford such as Tesco, Sainsbury, or the Garden Centre. It was raised that

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		<p>Tesco do have a community fund/champion who might like to become involved.</p> <ul style="list-style-type: none"> • EP did explain that there was no funding, so refreshments do need to be purchased and are not provided. However, EP always speaks to the café prior to explain that some walkers may not buy anything. • It was discussed that the café element might be better promoted to those who didn't want to come for the walk but join at the end for refreshments and chat. • EP is also helping to upskill "Community Champions" outside of healthcare (i.e., hairdressers) to help signpost those who may be struggling where to find support. • Query was raised about housebound/people who do not leave their homes and live in isolation/loneliness? EP acknowledged that the services offered do not extend to home visits, but that these are likely to be known to healthcare and referrals submitted by community nurses or other services. • The group were impressed by the service and thanked EP. It was discussed that more promotion, such as attending surgery during opening hours or during a flu clinic may help promote the service more. • SF advised that we have recently updated our mental health services/contact list for patients, and that it would be useful for EP to have this and to liaise directly with our PCN Social Prescriber, Andrea Green (AG). <p>ACTION 14/09-002: SF to provide EP with a copy of the updated mental health list and details for AG.</p>
4	<p>Terms of Reference: - a. Previously agreed, members to sign</p>	<ul style="list-style-type: none"> • Prior to the meeting the ToR were circulated. There were some discussions on elements felt we would benefit from including. CG advised she was happy to do this for the group and bring to the next meeting. <p>ACTION 14/09-003: CG to review the ToR and bring to the next meeting for discussion and approval.</p>
5	Flu and Covid Update	<ul style="list-style-type: none"> • MR updated on the plans for the flu and covid vaccinations this year. • All the clinics will be held at the HLC and will offer both flu and covid for those eligible. The push nationally is for the two vaccines to be given together for efficiency reasons. • Did hold a flu clinic on Saturday 9th, over 400 Pts attended for their vaccine. • The booking for covid/flu will be via the National Booking System (NBS).

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		<ul style="list-style-type: none"> • News item is on the website to help explain who is eligible and where the vaccine will be given. • Care Homes have been completed this week with flu and covid. • Lots of changes nationally & at the last minute which has hindered planning, but all set to go live with the first clinics from 19th Sept.
6	GP Patient Survey (National) Results / Patient Comments	<ul style="list-style-type: none"> • MR presented a handout following the national Pt survey held between Jan – April 2023. • Overall, the satisfaction has dropped since previous surveys. Large discussion about this national situation, media focus, industrial action painting primary care in a negative light. • MR explained that SLS are keen to look at further improvements over the coming months to try and improve the scores. • Large discussion was on the way Pts use GP surgeries and that sometimes a Pt does not need to see a GP, but another member of staff (i.e., Clinical Pharmacist). • This will be a large, multi-faceted piece of work that we will need to look into. It is not a “quick win”, and all agreed.
7	Independent Patient Survey (closing 31/10/2023)	<ul style="list-style-type: none"> • MR advised that we are also holding our own Pt survey to collate how Pts feel. • This is done via a QR code in reception and around the building. It was discussed that it would be good to put onto the website as well. <p>ACTION 14/09-004: MR to put the link onto the website.</p>
8	Staff Survey	<ul style="list-style-type: none"> • MR advised that SLS has signed up to undertake the NHS staff survey. This is an anonymous survey of staff. The aim being that we can see what staff are thinking and feeling about working at SLS, what do managers need to focus on and what improvements may need to be made. • Once complete, MR will bring the results back to this meeting. This will likely be in the new year as the survey will not open until early Oct 2023
9	Practice Updates and News: - a. Staffing Updates b. Compliments c. Complaints d. Significant Events e. Other News	<ul style="list-style-type: none"> • SF discussed the points in the document circulated prior to the meeting. • All agreed that they were happy with the content.

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10	Local Volunteers: - a. Lack of local volunteers, we are having particular issues with things like medication delivery requests – Discussion. b. Use of local volunteers to help with minutes	<ul style="list-style-type: none"> • It was raised that there is a lack of local volunteers to help. The medication delivery has been impacted and could be supported by anyone willing to help. • A minute taker is also needed. Frank is unwell and we are not sure when he will be back. If anyone would be happy to help, please let us know.
11	Other Business: - a. HOPE – Book by Chris Goddard – posters to promote. b. HLC – Services likely to be in place. c. MMR. d. Information/News from the Mindfulness forum – Frank has asked if the group would still like news circulated.	<ul style="list-style-type: none"> • CG spoke to the group about her book and the background as to why CG decided to do this. • All were very impressed by the book, and it is being advertised in the waiting room & available on Amazon with all proceeds going to St Nicholas Hospice. • CG advised that it is very much a local book to celebrate local people who did so much during the pandemic, and this was a way of saying thank you to them all. • HLC – work will be starting on the 18th Sept. Expected to finish end Jan. This will be the extra clinical rooms upstairs where there are empty office space and a reconfiguration downstairs. • MA raised a query on receiving MMR text message asking to book in for a vaccine and have heard other have had this too. Is there a reason? MR said he was not aware but would look into this to see. • SF asked if the mindfulness details circulated are of any use? Another PPG member attends and wanted to see if they should continue to do this or if not any use, then will cease. <p>ACTION 14/09-005: MR to change the waiting rm station to Radio 2.</p>