

# School Lane Surgery

## Patient Participation Group (PPG)

(Condensed)

Thursday 16<sup>th</sup> May 2024

### 1. Welcome all

This evening, we welcomed Toni to the fold.

### 2. Previous minutes

The minutes for our previous meeting in March were approved.

**Thoughts on our last meeting:** The agenda was not strictly followed, which is not always easy when conversations go off at a tangent.

Regarding the plans for an open Q&A meeting with the public: this would ideally be held at the library and start small, being restricted to our patients only. We could plan for a meeting in July, though this might prove difficult to arrange in time and perhaps September would be more realistic; feedback from patients and providers will be our guide on this, and both Grove Lane and the Watton surgery should be involved in the future? Any meeting should be publicised in GP surgeries and the About Thetford magazine, as well as social media pages.

It was suggested a WhatsApp group be set up for the PPG; Frank will investigate this. Also, Stephen has talked to school and residential care contacts with a view to getting them involved with the PPG, and though they were not dismissive, they do not know us and are reluctant to deal with members who are not directly employed by the surgery.

### 3. NHS Survey results

This survey was for surgery staff only and was conducted at a not particularly good time for the practice, with the recent tragedy concerning Dr Mailey. Things have improved somewhat since then, with two new GPs joining us, and following several changes to improve things for staff, morale is on the up.

### 4. Practice Updates and News

Dr Belsham is now semi-retired and appears at the surgery for locum shifts.

The practice has just two full partners now, which means an increased workload for them. As new GPs join the practice it is hoped these numbers will increase, but it requires an investment from them and not all are looking to take on such a responsibility.

The surgery is happy to receive complaints when something has gone wrong, it is how we learn; an open approach is adopted and these things are not systemic, nearly always being lone instances. Everything is recorded, including vocal complaints.

Marc is working with our GPs to bring back the pre-booked 2-week appointment slots.

The pharmacy at the School Lane surgery is working better, and there is much less of the queues that had started to build up; patients had been complaining. Tanner Street pharmacy is proving to be a good one.

### 5. Other Business

**The NHS App** is proving to be popular, with around 7,000 patients signed-up. This technology is the way of the future, with users able to order repeat prescriptions via the integrated *systemonline* service.

**If PPG members do not attend meetings** or fail to respond to notice of meeting emails on 3 consecutive occasions (over 6 months), they will be deemed to have resigned from the group; unless some form of notice is received.

**Cardiac Risk in the Young (CRY) screening** (see Appendix 1 from attached agenda) is currently being advertised at Thetford Academy, and is taking place over the weekend of July 20<sup>th</sup>/21<sup>st</sup>; Marc will speak to Carly about the pulling together of information about all screening programmes so that patients have easy access to the relevant details; when/where etc.

The recent **works at the Healthy Living Centre** have seen the upstairs of the building transformed, with 13 consulting rooms / waiting areas now being available. The works had only just been signed-off as complete when we held this meeting, and just 3 rooms are being utilised at this point. There are still 10 rooms to assign but the West Suffolk Hospital has signalled that they are more than interested in using them for outpatient clinics, which will save Thetford patients having to make what can for some, be an exhausting / costly journey.

There are **3 Receptions** downstairs at the Healthy Living Centre, but the only one we are interested in is for School Lane Surgery.

There has been an enthusiastic take-up of the latest COVID jab, and with the first tier almost completed, the next will start soon; clinics are due to run until the end of June. There has been a 21% increase in cases of COVID nationally, with a 3% decrease in the number of deaths from the virus.

## **6. Future meeting dates**

Thursday 19<sup>th</sup> September

Thursday 21<sup>st</sup> November

## **7. Thoughts for our next meeting**

- a) **Chapter 15** is a Thetford charity, set up to offer homeless people a place to go for a shower and do some laundry, to which our own Andrea (Social Prescriber) is linked, and they are hoping to stage a 'bake sale' in late June or early July to raise some funds for Nadine (a nursery teacher) who helps to support people living in cars, sofa sleeping etc. Would any members be able to offer support by manning a stall, or perhaps even baking a cake?

Our patients can sometimes be homeless; no proof of address is asked for.

**NEXT MEETING: Thursday 18<sup>th</sup> July, 7 pm at School Lane Surgery**