

## School Lane Surgery + Grove Lane Surgery

# Breckland Alliance Joint Patient Group Meeting

(Condensed)

Meeting: Thursday 19<sup>th</sup> November 2020

### 1. Previous minutes

The previous minutes were not distributed in time for members to evaluate; it's a long story. Perhaps this will be done at our next meeting?

### 2. Covid-19 update

The surgeries are currently in discussion as how best to roll-out the vaccine, and how best to store it. At this point, everything is subject to change but it is hoped that vulnerable patients will begin to receive the vaccine in mid-December.

### 3. Staffing

Grove Lane – 2 receptionists have left the practice but 2 new ones have been recruited; it's a full team.

School Lane – a new GP, Dr Mathew Mailey is joining the practice and will work on Thursdays and Fridays.

- Nurse Louise Green has joined the practice; she specialises in mental health.
- Alana is a new Reception/Admin apprentice.
- Dr Jessica Becket is currently on maternity leave.
- Dr Laura Smart is leaving the practice.
- Nurse Manager Sandy Smith is also leaving us.

Grove Lane has placed an ad to recruit a Physicians Associate: this is not a fully trained GP but someone who is able to carry out quite a lot of GP responsibilities.

School Lane Reception Lead (Natalie) is currently in the process of trying to recruit reception staff, and the Covid situation means that these posts will be part-time; for now, at least. The surgery is also in the process of trying to recruit Health Care Assistants.

There is recruiting across the Breckland Alliance of GP surgeries for a Pharmacy Technician, who will work closely with and assist the Clinical Pharmacist(s).

### 4. General Practice Assistants (GPA)

The practice is currently piloting the GPA scheme. The General Practice Assistant will work closely with GPs to source information, sort referrals plus tests and then pass messages back to the patient following instruction from GPs.

Also, nurses are to assist the GP where mental healthcare treatment of patients is needed; to 'signpost' for patients and ease the workload currently facing GPs.

### 5. Flu update

All those considered vulnerable to the flu have been sent a letter by NHS England, which has seen an increase in the numbers seeking the jab; at this time the combined surgeries have seen an increase in 700 compared to the same point last year. Pharmacies are also getting involved and they have so far between them delivered close to 1,000 jabs.

Grove Lane is running a Gruffalo Trail incentive to attract all children who are entitled to the flu jab.

## 6. Screening

The surgeries are constantly working to improve the uptake in screening for cancer and cytology but some plans (involving hairdressers etc) have had to be put on hold because of the Covid-19 pandemic. There is still some advertising, use of social media and Saturday appointments.

## 7. Complaints (1-3), Significant Events (0) & Compliments (4-12)

1. A patient was not happy when told by a volunteer that they could not enter the Healthy Living Centre as they were unwilling to wear a mask, and were asked to decant her urine into the correct sample pot outside – Not upheld: a nurse had asked the patient to collect a correct sample pot prior to doing the sample. If this had been done, the patient would not have had to decant into another pot.
2. A patient felt that both a GP and nurse were rude to inform her that she had to lose weight to help her diabetes. An apology was sent by both clinician's but the importance of losing weight for patients with diabetes was explained/reiterated.
3. A patient felt a GP was curt and off-hand. The GP wrote an apology letter and there was no further response from the patient.
4. Dr Belsham was very helpful and the patient very much appreciated this.
5. A patient had a smear test with "the most caring and nice nurse ever. Anna Sim was absolutely amazing and always talking to me throughout the examination and very gentle when examining me."
6. "Dr Rajan is very efficient and understanding."
7. "Dr Yu was very efficient and provided a thorough examination of my knee problem."
8. "Nurse Louise was kind, caring, totally professional and absolutely brilliant throughout the whole episode."
9. One patient stated School Lane is a great crew and a great team and that we always take very good care of him and he appreciates all of you.
10. "Dr Suyi is very professional, caring and most of all he listened."
11. "Nurse Louise is very helpful and I am now being discharged from hospital."
12. "Sarah-Jane on reception is extremely helpful."

In the last quarter (Jul - Sep) Grove Lane had no significant events and received 6 compliments.

## 8. Other Business

a) Nothing but compliments! Nigel reported that he has seen a lot of change but his recent telephone consultation was excellent, giving good information when he really needed it.

On the surgeries part, patients seem happy with the system as it is now working. Since March 2020 things have worked incredibly well.

b) There will be no mince pies or mulled wine this year; next year we will have 2!

c) Carmel said School Lane is functioning brilliantly and we wholeheartedly agreed with her.

d) Grove Lane is now collecting Christmas goodies and food for the local food bank.

**NEXT MEETING: Thursday 15<sup>th</sup> April, online at 6.45 PM**