

## School Lane Surgery

# Patient Reference Group (PRG)

(Condensed)

Meeting: Thursday 4<sup>th</sup> April 2019

### 1. Previous minutes

No issues were raised concerning the previous minutes.

### 2. Welcome Lacey

A warm welcome was offered to our newest member Lacey, who has been promoted to the position of Primary Care Planner for the surgery. She will be taking over most, if not all of the responsibilities previously held by Muriel, and is being coached by the latter to ensure she has a full understanding of what is involved.

The surgery now uses a computer-generated vulnerability list, where 36 individual frailties are taken in to consideration, and patients who achieve a score of 13 or more are considered to be severely frail: School Lane Surgery has around 300 on the practice list.

Muriel will still attend the surgery on 4 days per month, and will continue to carry out dementia reviews, memory tests etc.

Patients who are showing potential signs of dementia will now be given a 30 questions test, the results of which will help the surgery to design the appropriate course of treatment for them.

### 3. Child minding

The surgery is considering if it should provide mothers with a brief period free child minding so that they can more easily have a smear test; at School Lane only.

### 4. Care Quality Commission (CQC) inspection

The latest visit to the surgery by the CQC went well, with the surgery once again having been found to be providing a good service. The inspectors had hoped to be able to award outstanding but due to some staff shortages this year the surgery was unable to complete quite as many cancer and Lactate Dehydrogenase reviews as had been hoped and therefore the surgery could not gain the higher rating: the inspectors did say how impressed they were with the surgery and staff, and gave special mention to the friendly feel at School Lane Surgery.

### 5. Complaints (1), Significant Events (2) & Compliments (0)

1. A patient was admitted to hospital for the treatment of a virus, after their GP prescribed medication had failed to clear it. The patient subsequently complained and this is now being dealt with.
2. The Jayex system – the method by which patients are able to sign in for their appointment without having to approach reception staff – recently crashed when an attempt to add music to the system was made, leaving the reception area open to a possible breach of confidentiality. The surgery purchased two radios for the waiting area to address this issue.

### 6. Other Business

- a) With the building of so many new houses in the town there is the natural, if somewhat unrealistic talk of an increase in GP services; where exactly are these new GPs going to come from? It has proved very difficult to recruit new blood to the surgery in recent years and nationally the number of GPs in practice has fallen.

- b) The last 12 months has seen the departure of a number of members of the PRG, through emigration and ill health, and we could look to recruit some fresh faces. We know from experience that it is not easy to persuade people to get involved, especially our younger patients with modern family and work pressures.

Perhaps GPs could be persuaded to promote the PRG with patients they feel might add to discussions – Dr Meriel Overy has been most successful in this regard – and advertising on social media might prove fruitful.

- c) Members of the PRG attended two South Norfolk Clinical Commissioning Group workshops recently, the first of which concentrated on the promotion of contact with patients via social media. Those in attendance thought that the surgery would certainly benefit from this approach, but thoughts of adding the PRG to the mix would involve a lot of work, with a potential to cause some controversy if the surgery was not overseeing the process.

The second meeting was to learn of the NHS Long-Term Plan, where there was the usual fine words and good intention expressed, but with the current government now disintegrating and the very real prospect of a general election in the next 6 to 12 months, we don't expect very much to happen soon.

- d) It was suggested that Jane Hawker of **Voluntary Norfolk** might be invited to come along and talk to the PRG. This organisation provides volunteer helpers for those who need assistance with getting out and about.

**NEXT MEETING: Thursday 27<sup>th</sup> June, 7.00 pm at School Lane Surgery.**