

School Lane Surgery

Patient Reference Group (PRG)

(Condensed)

Meeting: Thursday 27th June 2019

1. Previous minutes

One point was raised, in regard to the '30 questions dementia test' that is carried out by the surgery: this was to enquire as to who exactly it is that decides a patient should be tested.

2. GP Practice promotional video

Following the visit of Jo Loads to the PRG meeting held in February of this year, a chap turned up at the surgery to do some video work. This material is now being edited and will be available to view shortly.

3. Claire

Claire still holds the position of Compliance Manager at the practice, for which she is now also doing 2 days per week at the Healthy Living Centre. She is currently at the Watton GP surgery on 3 days of the week since their practice manager has left the job, and both of these moves from School Lane are likely to be on a permanent basis.

The GP alliance between the 2 practices in Thetford and that of Watton was seen to have too many managers doing a similar job, so there is now a sharing of jobs across the surgeries.

4. Staffing Levels

The practice is short of one full-time GP, for which recruiting is underway, but we have a full complement of trained nurses. There is also a vacancy for one Healthcare Assistant.

5. Complaints (1-5), Significant Events (None) & Compliments (6-9)

1. A patient was unhappy at having to travel to Wymondham for an ear washout with suction, and was less pleased at the prospect of paying a fee for going private – not upheld: the surgery no longer offers this service, in accordance with National Institute for Health and Care Excellence (NICE) guidelines.
2. A relative was unhappy that medication was removed from their mothers repeat prescription and substituted with another, which left her no better off. The relative was also unhappy with the attitude of the specialist nurse – ongoing: the surgery is looking into the situation regarding the medication, but cannot be held responsible for the nurse as she is not an employee of the practice.
3. A patient booked an early appointment, because of work commitments, but was still not seen after a 30 minutes wait and complained as they left the surgery, having requested the GP call them at 12:00; a call that was not made – not upheld: the GP had an emergency to deal with in the morning, which required their immediate and full attention; causing the clinic to run behind. No phone call was made because the surgery cannot accept requests for a call at a specific time, especially when the clinic is very busy.
4. A parent was unhappy with their son's consultation, but the following day an email was received from the patient which asked for the complaint to be dropped – not upheld.
5. A patient of EU origin was unhappy that medication prescribed in their home country is not to be continued in the UK. They were also unhappy that a physiotherapist in the UK had given them a set of exercises to perform in order to ease a problem prior to surgery in the EU, which his surgeon then said were incorrect. Finally, they felt that surgery correspondence with the Department of Work and Pensions (DWP) is in breach of the data protection act – not upheld: the patient should not be seeking treatment from 2 different countries, and the medication prescribed in the EU is not licenced in the UK. The physiotherapist is not a member of staff, and the surgery is obliged to correspond with the DWP under the NHS Contract.

6. A relative thanked the GPs that care for their sister, “they are all amazing for giving their time, we are very grateful to GPs and the NHS.”
7. The surgery received a thank you “for all being brilliant and making systems work so efficiently, if ever there is a problem the reception staff swing into action. Amazing that with cutbacks and shortages across East Anglia that you not only cope but excel.”
8. Alice received a thank you for ensuring that a patient had blood tests, without which they would have become seriously ill.
9. A patient wished to express how wonderful Nat is, “The whole family is treated with respect and in a professional way, he is a star at the surgery.”

6. Other Business

- a) Summary Care Record letters were sent to patients some 3 years ago but since then the new General Data Protection Regulation (GDPR) rules have come in to effect, which means that patients now have to ‘tick the box’ to allow access: those seeking such access will not see the patient information held on SystemOne.
- b) It was asked if the notice that a review of medication is necessary before further repeat prescriptions are processed could be added to the SystemOnline form, as some patients order their repeat as normal but then find it has not been issued: this notice appears on the paper prescription form issued by the pharmacy but the surgery does not have access to the SystemOnline website, so check your paper forms always!
- c) The podiatry service at the Healthy Living Centre is no longer cutting nails, not even for diabetics.

NEXT MEETING: Thursday 5th September, 7.00 pm at School Lane Surgery.