

# School Lane Surgery

## Patient Reference Group (PRG)

(Condensed)

Meeting: Thursday 2<sup>nd</sup> February 2020

### 1. Previous minutes

There was just the one query regarding the previous minutes, that being the meaning of the term 'footfall.' The Cambridge Dictionary describes footfall as "the number of people who go into a shop or business in a particular period of time", which in the case of a GP surgery means the number of people who come into the surgery or visit the surgery website.

### 2. Surgery website

The surgery website is to be updated and will look very similar to those of the GP surgeries in Feltwell and Fakenham. Clearer and easier to follow, it is hoped this will increase patient footfall. The surgery must get the news out there and publicise if a success is to be made of it.

Once up and running it will mean that those patients visiting the website will have equal access to the booking of appointments, as if they were phoning the surgery and speaking to a receptionist, as both go through the same system i.e. ringing the surgery will not be any quicker as the receptionist is having to access the same booking system as the online patient.

When asking for help online, via the Consulting Room option, a patient is faced with the choice of asking to see a nurse or GP, and when the appropriate practitioner is selected a form with relevant questions will appear; patients are also asked if their problem requires a quick response or 'can you wait?' The surgery seeks to respond to all enquiries within 6 hours, but non-urgent cases may be dealt with the following day.

### 3. Staff changes

There will be 2 trainee GPs joining the practice.

New nurse specialists are Sharon (asthma), Emma (respiratory), Elaine and Kerry (diabetes).  
Kasia is our new Polish receptionist, a very useful addition to the team.

### 4. Urinalysis

Patients wishing to provide a sample for testing will now need to speak to Triage beforehand.

### 5. Complaints, Significant Events & Compliments

The surgery has had 3 complaints and 11 compliments (with one suicide averted!), the details of which were not available on the evening.

### 6. Other Business

- a) The PRG would like to invite a clinical pharmacist to come and enlighten us.
- b) There needs to be a risk assessment of power failures at the Healthy Living Centre. What would happen if there was a medical procedure in progress e.g. cataract operation, and the building suffered a loss of power?

Rob (Howes-Ward) would like to see a stand-by generator acquired, and we don't really want to see any operations proceeding before this equipment has been installed.

- c) Donations of magazines are now welcome at the surgery.
- d) We realise the surgery is not able to close the books to new patients, so there is no limit you can put on it? NHS England make the rules, it seems the surgery just has to deal with it.

- e) There is currently no dentist in the town, what is happening? Everybody is now being treated as an emergency as there are no routine check-up appointments available.
- f) The surgery is now collecting food items and toiletries for the local food bank, all donations (within date please) will be gratefully received.

**NEXT MEETING: Thursday 16<sup>th</sup> April, 7.00 pm at School Lane Surgery.**