



School Lane Surgery

School Lane Surgery
Patient Reference Group (PRG) Meeting
Thursday 15th December 2022

PRESENT: -

Keith Eldred (Chair), David Galloway, Kathy John, June Lewis, Charles Napier, Judith Sweeting, Michael Sweeting, Steven West.

Carly Bassett (Practice Manager), Sarah Frior (Assistant Practice Manager), Natalie Stenson (Admin & Reception Manager), Dr Bryson (Practice Partner), Wendy Hazell (Secretary).

APOLOGIES: -

Frank Prendergast, Maralyn Azzopardi, Simon Cole, Peter Stagg.

MAIN AGENDA: -

1. Previous Minutes
2. Covid & Flu Updates
3. Healthwatch Visit - February 2023
4. Staffing
5. Any other Business

Keith Eldred opened the meeting to wish Frank a speedy recovery and to wish all a Merry Christmas and New Year and a very big welcome to Dr Bryson.

Dr Bryson began by stressing the end of an unusual year where COVID has now eased, and the new Strep A is upon us. There were discussions among the group about the strike situation within the NHS and Dr Bryson was happy to confirm that none of the surgeries were intending to strike and primary care are not involved in any of these strikes. Moving forward we are actively recruiting across the board. Dr Yu joined us last year and Dr Sookar joined also recently, both as Partners to the surgery, so it is good to have some younger GP's joining.

Sadly, one our patients Marjorie Halfpenny passed away this year. Dr Bryson wasn't aware that Frank was unwell but hopes for a speedy recovery. Lovely to see you all on this cold night and applaud you all for coming.

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Partners: Dr Martin Belsham, Dr Jon Bryson, Dr Meriel Overy, Dr Ge Yu & Dr Navin Sookar
Associates: Dr K Tomlinson, Dr M Mailey, Dr B Sengupta, Dr V Rajan, Dr A Oyewale & Dr Z Magkrachi
Managing Partner: Mr Robert Howes Ward



1. Previous Minutes

No issues were raised regarding the previous minutes.

2. HLC Development

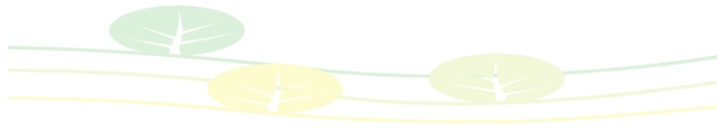
Healthcare facilities delay, operation in 15 years how can this be compatible with the Section 106 agreement Carly commented on this, as they have stated that the population has not changed, however we are understaffed here at our 2 surgeries within Thetford and due to the expansion with the large Kingsfleet Development, where some 500 new homes are to be built this will then bring a significant number of new patients who will be looking to sign up with our GP Surgeries in Thetford. There have been discussions of another primary care community centre intended drop-in centre.

Dr Bryson then mentioned the designated plan for the Healthy Living Centre and the diagnostic changes focusing more on the clinical services.

Keith then questioned whether Grove Lane Surgery was part of the same PCN as seems a totally different surgery compared to School Lane Surgery where he finds School Lane Surgery to be a lot more efficient. It was confirmed that the Healthy Living Centre development will be both available to School Lane Surgery as well as Grove Lane Surgery. Dr Bryson mentioned that we would be able to see a lot more diagnostics and be able to offer far more in town. Carly confirmed that we already work with Grove and Watton to offer services such as Enhanced Access on Monday to Friday 8am to 8pm and 9am to 5pm on Saturdays and have a board of representatives of the practices to agree how we work together.

Keith then began the topic of the shortage of GPs within the practices. Dr Bryson agreed that at least one more is needed within School Lane Surgery. Dr Bryson stated that when recruiting we look at all the clinical skills of nurse practitioners, physio assistance, mental health workers and we are looking across all of Norfolk and the funds required to employ these professionals. We have gone above to pay for clinicians ourselves. There is a worry within Primary and Secondary care when the number of GPs are either leaving or changing their hours to part time and as you can appreciate it takes between 9 to 10 years to train these consultants/GPs within primary care.

Keith then asked Dr Bryson if himself and Martin Belsham were retiring next year. Dr Bryson confirmed that Dr Belsham has younger children so will not be retiring but has already changed his working days to two days a week. Dr Bryson confirmed that yes, he would be retiring next year and has been with the surgery 30 years so has spent most of his career at School Lane Surgery but he himself has also changed to working two days a week now, it has not been decided when next year.



3. COVID & Flu Update

COVID delivery will cease as there are not enough patients coming to us, however there will be another big push in the summer.

There has been a lot of uptakes from the over 65-year-olds, however, there have been some at risk groups and Care Homes with staffing issues but trying to push this forward. Dr Yu from School Lane Surgery has helped by going into the Care Homes to vaccinate their residents.

4. Healthwatch Report

Carly answered the question within the group of the social care with medical care. Carly confirmed that the day to day has already started with the delivering of Breckland District and Social prescribing, with our social prescriber being Andrea Green who is finding more social elements i.e.: housing, finance activities and voluntary groups and has contacts within the local council. Was questioned if there was any more money to support this, Carly confirmed that there has been additional funding within Norfolk that we are able to use within the social care. Keith commented that School Lane Surgery has a very good name and asked Carly the areas in which she was unhappy with. Carly commented that it was the amount of work as there is a high level of quality that we all like to work to, but that is not always possible with such volumes. Dr Bryson suggested to the group if there were any ideas on room for improvement, the group said that they feel the surgery works extremely well and it was commented by Keith that he was very impressed with Dr Yu who was very accommodating and went out of his way to be helpful.

Healthwatch visit went well and it has been suggested to see if they can join the next PRG meeting, Josh would be the representative.

5. GP Patient Survey

Nothing to discuss.

6. Enhanced Access

Nothing to discuss.



7. Staffing

Sarah confirmed that there is a new Prescription Clerk Josh Samuel and a new Nurse Practitioner Theana Warden. Judith asked if we have changed our system regarding prescriptions, it was confirmed that a patient can now do a review online where the Pharmacy Technicians will review, and if there are any complications/queries, our Clinical Pharmacist, James, will either write to or phone the patient, to go through their repeats with them. Keith mentioned that he had received a call from James, who he found to be very professional. If patient is on stable medication this can then be marked as an ERD (Electronic Repeat Dispense), where the Pharmacy Technician will review this patient's medication for the year and then send over to the Pharmacy who each month can, download from the spine and dispense to the patient.

It was suggested that any new staff attend the PRG meetings so that they are able to introduce themselves and to give a brief summary of their background, Carly will put this in place.

Mr Sweeting asked who was involved in dealing with the elderly within our surgery, Carly confirmed that it was our Care Coordinators, who have a list of vulnerable patients and patients recently discharged from hospital, of which the majority are often in Care Homes.

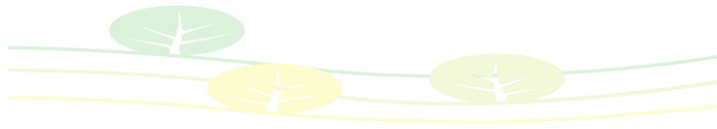
The discussion then turned to the hospitals and the ambulance situation and there was some brainstorming as to how to help the system within the hospitals/ambulance service. It was suggested that maybe a universal trolley could be used by the ambulance crew to then free them up, rather than them having to stay with the patient and their trolley? Carly then stressed the constrictions of community services not being able to get care packages in place, along with the minimal pay for care workers and that these ideas/questions need to be for national government.

8. Practice Services: Wellbeing Integrated Triage

Nothing to discuss

9. Practice Services: Dermatology

Nothing to discuss



10. Other Business

Carly explained that a protocol is in place to make it very clear on the process for anyone within the surgery who receives abuse from a patient which unfortunately is becoming more regular. Discussions have been made with various staff that this has affected and where they can get support, as this can affect their own mental state and knock their confidence. All calls are recorded and there are also cameras to help protect all our staff. Keith commented on how society has changed, and that this kind of abuse did not happen in the past. Keith asked what kind of training their reception staff get regarding a patient being abusive. Carly confirmed that there is online training and, they can speak to their line manager who will then talk to these staff and give them support and counselling links if required. Dr Bryson did say that unfortunately some staff will be absent because of this but that School Lane Surgery will support and help their staff in any way that they can.

Keith closed the meeting thanking everyone for attending and wishing everyone a Happy Christmas and New Year.

11. NEXT MEETING: Thursday 16th February 2023 7pm