

School Lane Surgery  
**Patient Reference Group (PRG) Meeting Minutes** (Condensed)  
Thursday 20<sup>th</sup> July 2023

**MAIN AGENDA: -**

1. Previous Minutes
2. Emma Peek – Community Development Coordinator, Norfolk & Waveney Wellbeing Service
3. Terms of Reference – Member To Sign
4. Active Norfolk – Social media channel, mapping what is available locally, Local Services list
5. GP Patient Survey Results
6. Service Reviews – Out of Hospital, Mental Health, Community
7. Staffing Updates
8. Practice Information & Statistics
9. Other Business

Due to Frank being unavailable, the invites for tonight's did not go out so other members were not aware this meeting was taking place tonight. We wish Frank a speedy recovery and will endeavour to obtain contact information for all members in case Frank is unable to attend any future meetings. We have a new member join tonight, Christine Goddard who comes with a wealth of experience dealing with the community and her passion is with the elderly and services.

**1. Emma Peek**

Emma Peek - Community Development Coordinator, Norfolk & Waveney Wellbeing Service sent her apologies but hopes to attend the next meeting. Sarah will email her with the next date.

**2. Terms of Reference**

We have updated our Terms of Reference to remind members what the purpose of the group is. Due to low numbers tonight, Mike asked if we could bring them to the next meeting.



### 3. Active Norfolk

Active NoW is the Norfolk & Waveney Integrated Care System's (NWICS) coordinated approach to improving physical activity levels for those who could benefit from being more active.

The programme offers a consistent, simplified, and quick way to refer patients into physical activity based on their needs - a single point of referral. It gives healthcare professionals the peace of mind that their patients are being supported into high quality and appropriate physical activity, it also takes the guesswork out of referrals and reduces the burden on professionals to know what physical activities are available locally.

Once a referral is made into the coordination centre, trained professionals will assess and triage the referred patient via phone call, working with them to identify their needs and the most appropriate physical activity opportunity for them.

Active NoW is targeted towards inactive patients who do less than 30 minutes of moderate intensity exercise each week, as well as patients living with a long-term health condition. Our initial priority is to support those with diabetes and hypertension. Andrea Green (Social Prescriber) will be taking this into her remit, at the moment this is work in progress.

### 4. GP Patient Survey Results

Carly mentioned the figures were out for this year which showed they were slightly lower than the previous year. This is probably due to patient demand and fewer appointments. We will bring the results to the next meeting.

### 5. Service Review

There is a review of service in general, focusing on discharge communications. This includes WSH, Addenbrooke and Papworth.

Reviewing the Mental Health Service there is a need to improve the use of Mental Health Practitioners as well as having links to Mental Health Services that are available locally. This is another thing Andrea Green is involved with.

The Community Service Commission provides an assessment of needs for patients and put in appropriate interventions to either avoid admission into hospital, respond to a discharge, or provide intermediate care services.



## 6. Staffing Updates

We have a new Practice Business Manager Marc Rolph starting mid-August. Carly will be managing the needs of the alliance when he has settled in. We also have a new full-time receptionist starting at the same time.

Dr Bryson (GP Partner) has retired at the end of June and our Practice nurse Sharon retires at the end of July.

Part time receptionist Chloe and finance assistant Charmaine have left.

## 7. Practice Information & Statistics

### Compliments: -

We received a total of 26 compliments during April to June 2023

### Complaints: -

20 complaints received during April to June 2023, 9 upheld, 3 partially upheld and 8 not upheld.

### Significant Events: -

13 significant events were raised during April to June 2023

## 8. Other Business

Virtual Wards - those patients who require monitoring but are otherwise well enough to go home can, if suitable can choose to be transferred to the virtual ward. This means they can return home days or even weeks earlier to recover in the comfort of their own surroundings. Virtual Ward patients remain under the care of the hospital doctors, nurses, and other health care professionals. They are sent home with a small, easily rechargeable device that's attached to their arm which enables their condition to be monitored remotely. Observations are tailored to their needs and include oxygen levels, pulse, and blood pressure, with alerts if there is a deterioration in their condition so they can be attended to immediately. Virtual Ward nurses stay in close contact, with daily phone or video calls, and patients are given a number to ring at any time if they have concerns. The Ward can accept oncology and palliative care patients, as well as those with a wide range of other conditions to enable patients to be monitored at home prior to surgery.

Ambulance Service - We are building services and relationships with the ambulance service to help with frequent attenders, Work in progress. We are currently advertising for a paramedic to join our on-call team.



Mobiles on records - Text messages come through but not sure who it's for as there are more than one record with same number. How do we know who it's for. Reception are able to find this out using a process of illumination.

**9. NEXT MEETING: Thursday 14<sup>th</sup> September 2023, 7pm at School Lane Surgery**