

Notes from the Thurleigh Road Practice, Patient Participation Group, 24th September 2020.

Present: Sue Stern (Acting Chair), Janice Price, Ivor Rawlinson, Patty Hemingway, Gwen Rosen, Shushma Leidig (Manager), Dr Catherine Ellis.

Sara-Jayne Stanes has resigned from the post of Treasurer. We thank her for all her support for the group.

Members were invited to ask questions about specific areas that concerned them currently.

Ivor asked about the notice outside surgery that stated, "No same day appointments". Was this true?

Dr Ellis said no, but the current procedure is that every consultation is triaged by phone first, every day between 8 to 10 am. The doctors' workload has gone up considerably. Shushma said she would change the notice. She felt that access to doctors was better than usual, in fact, it was possible to talk on the same day. The practice takes some 300 calls a day.

However, Patty noted major problems with appointments and reaching the doctors. Was there an email address that could actually reach the doctors?

Dr Ellis said that the appointment system had recently changed. The main email address was SWLCCG.thurleighroadpractice@nhs.net.

Viv asked about referrals following a referral on possible skin cancer from a private consultant to the NHS via the surgery. It was lost, and only found after four weeks of chasing, with mixed response from reception. Was there a procedure? Dr Ellis said yes, there was a referrals team, she would chase up what had happened in this case and someone would ring. (She did).

Janice reported difficulty communicating with the practice about X Ray results.

Flu vaccinations – A question was raised about progress with Flu vaccinations. There had been a problem with supply but now there is a delivery date for more vaccine. Two more clinics have been set up on the 5th and 14th October and Saturday clinics were going to be available. SMSs were being sent out. Patty said she was electrosensitive, so she does not have a mobile and misses out on SMSs and this could be a problem for others.

Other items

Dr Ellis was going on maternity leave on 16th October! They will not be hiring another locum; the other doctors will take over her workload. The group wished her well during her leave.

Thanks, from Shushma to Catherine, Ivor's wife, for tidying the practice garden beautifully.

Shushma reminded the group that they had agreed to reimburse the Practice for the handrail in the lift. Sue said that we are waiting to know the sum required before we can write a cheque. We need the information in writing (email) for our records.

Shushma also asked if the group would purchase a BP machine for the Practice. Sue asked if we could have a written request giving details about the equipment and the amount of money involved so that we can make a decision.

Next meeting: November 26th at 5.30pm

VTG