

Thurleigh Road Patient Group Meeting

28th April 2022

5.30 pm Thurleigh Road Studio

Minutes

1. Present:

Sue Stern	(Chair)
Gwen Rosen	(Treasurer)
Ivor Rawlinson	(Vice-Chair)
Richard Stern	(Note-taker)
James Marsh	
Patrizia Kwella	
Sara Turner	
Shushma Leidig	(Practice Manager)
Sandra Reeves	(Management Partner)
Tor Godfrey	(Clinical Nurse Partner)

Apologies from Sam Davies, Janice Price, Suzy Pawlack

2. Minutes of last meeting accepted, and actions completed.

3. Presentation from First Contact Practitioner (musculo-skeletal services), Jeremy Burton.

Jeremy is employed by 'Surrey Physio'. His primary role in the Practice is to assess Musculo-skeletal disorders anywhere in the body and he aims to maximise the patient's mobility. Consultations take 15-20 minutes during which he provides patients with exercises. He can refer on to physiotherapy at St Georges hospital, also x-ray, ultrasound, and/ or steroid injection, MRI and podiatry. He can provide treatment if the patient is in pain. His waiting list is about 5 days and patients can book him directly online or through reception.

4. News from Practice

a. Online consultations. The Practice has adopted ACCURX software which will be piloted in the middle of June. It is an additional way to contact the Practice, particularly useful for small queries and follow-up questions to clinicians. Patient Access will still be available for medical record information and for making appointments.

b. There is still a shortage of GPs, and the Practice is having to use locums who are more expensive than permanent staff. The situation is helped by the additional posts funded through the Primary Care Network. One new role is "Physician Assistant" a Masters level

qualification, supervised by a GP, like a paramedic but unable to prescribe. One PA will be starting in July.

c. Issue raised as to how to inform patients about all the new roles. It is very difficult for the surgery to use emails. The Practice will use the screens in the waiting room and put up posters. It was suggested that photos of the staff with an explanation of their roles would be helpful and that these could also be placed on the window looking out at the street. We would like to explore whether any of the local pharmacies could distribute a short leaflet with repeat prescriptions for our patients.

d. Community Pharmacy Consultation Service. Receptionist can refer patient to this service for minor ailments where they can purchase appropriate medicine over the counter. There is a private interview room.

e. Nurse Jo is retiring and will be missed. Sophia can now prescribe and a new clinical nurse, Emily James, is currently being trained. Linnell (Healthcare Assistant) is being trained as an Associate Nurse and another HCA will take on her role.

f. HCA have offered to give talks to patients. Chair to explore this.

5. Ukrainian refugees. About 15 have registered with the Practice and are screened for health issues. The Practice now has the link to NHS guidance which it will follow.

6. Emails to patients re virtual group. Over 1000 have been sent out and we have had one reply. A newsletter would be helpful in communicating to patients. It could be placed on website and possibly distributed via the local pharmacy. The Chair asked for people to help with finding a volunteer to produce a newsletter.

7. GetUBetter app for Musculo -skeletal help. This has been developed by Wandsworth Physios. Sue has used it and found it helpful. It can be found in the News section of the website. She suggested it should be more prominent.

8. A donation of up to £100 for social prescribing activities in Practice was agreed.

9. Gwen volunteered to look after plants in front of the surgery during the summer months.

10. AOB

Date of next meeting – 28th July 2022

Sue Stern Richard Stern.