

Thurleigh Road surgery patient group meeting

Date: 17 April 2023

Present:

Ivor Rawlinson	Janice Price	Alison Mansfield
(Chair)	Sara Turner	Marina Ratcliffe
Emily Travis	Neil Lazenby	Lynne Westhead (Balham
Lucy Rubin	Ricky Thorpe	Park Surgery)

Apologies:

Sam Davies

Suzanne Pawlak

1. Ivor welcomed Lynne and Marina to the meeting. Apologies received from Dr Lui who was unable to attend due to illness.
2. Notes from last meeting agreed (NB Gwen Rosen will be Head Gardener – not Angela, apologies to both.)

3. News from the practice – Neil reported that not much has changed since last meeting. Recruitment attempts ongoing but unsuccessful – currently 10 GPs averaging 5 sessions each but need at least 15 GPs.

Reception staff particularly difficult to employ and agency staff have often proved to be unreliable.

The studio is currently being converted into an office for all ‘backstage’ staff. They will be trained to cover all aspects of the role - including covering reception/telecoms etc when needed.

Further discussion re roles/pay/issues around these. Lucy asked whether it may be possible to have staff working from home – in order to attract people to the roles.

Discussed how the surgery can best inform patients about the severity of this situation – suggestions include modifying the message patients hear when they ring surgery. This might include not having ‘if you want to cancel an appointment’ as the first option, indicating where the callers are in the queue and that there are severe staff shortages so ‘please be patient.’

Also discussed whether an information board reiterating this info could be placed at surgery where it can easily be seen. Grafton surgery in Tooting have done this – example shown to group.

Neil to take the ideas to the partners' meeting this week.

Some issues have been reported with regard to ordering repeat prescriptions - Neil unaware and will look into this.

4. Group discussion about how best to communicate with the patient population.

This included:

- Anna reiterating the need for patients to understand that the surgery is now working in a very different way.
- Letter from partners could be either emailed or posted to patients – Lynne commented that BPS had encountered difficulties using NHS email system to do this - but all agreed that it would be good to try. Post to be used where an email address is not available.
- Dr Christopher had drafted a vg letter to patients in August 2021 – this had been on the website and addressed changes due to the Covid pandemic.
- Use of social media - multiple ways in which this can happen – Emily has a contact who may be a good starting point for this. Dr Christopher is also keen to use social media. Emily to facilitate introductions.
- Janice asked whether a partner may take communication on as a 'champion.'

- Sara suggested a video on website which explains how appointment system works. She also pointed out that one of AccurX's projected uses had been to offer video calls with GPs. Neil was not aware of this.
- Lots of other suggestions – and some good news stories relating to contacting the surgery..

Conclusion: Neil will take some of these suggestions to the partners' meeting this week. We didn't really summarise which ones.

5. Date of next meeting: Thursday 25 May 17 30 hrs – Neil will ask whether a partner can attend as not here today – not necessarily needed for entire meeting.

6. Future dates: Monday 10 July/ Monday 11 September/ Tuesday 17 October.