

# Thurleigh Road surgery patient group meeting

Date: 26 May 2023

**Present:**

Ivor Rawlinson (Chair)	Sara Turner	Caroline Wentzel (Balham Park Surgery)
Sue Stern	Neil Lazenby	Suzy Pawlak
Emily Travis	Ricky Thomas	<b>Apologies:</b>
Patrizia Cooke-Hurle	Angela Davies	Sam Davies
Nina Smith	Alison Mansfield	Lucy Rubin
Anna Walker	Marina Ratcliffe	

1. Ivor welcomed Caroline Wentzel from Balham Park surgery.
2. Notes from last meeting agreed. Neil - everything the group had suggested at last meeting had been agreed by the GPs.
3. Discussion - **NHS Primary care recovery plan.**

For full details please see link – there are various summaries which are helpful:

<https://www.england.nhs.uk/wp-content/uploads/2023/05/PRN00283-delivery-plan-for-recovering-access-to-primary-care-may-2023.pdf>

The plan has **2 main aims**: to tackle 0800 rush and reduce nos struggling to contact practice **and** for patients to know on the day how the practice will respond to their request, and to be seen within 2 weeks.

Main themes presented:

**Empowering patients** (Ivor) – patients will manage health care without contacting practice directly – eg use of NHS app and website. Will include self-referral and management of prescriptions, results etc.

**Implement modern GP access** (Sara) – patient contacts surgery, care navigator directs request to most appropriate team/service, response to patient overseen by GP/practice team. To be implemented by March '25 but starting now.

**Build capacity** (Emily) - increase in budget to improve staff numbers/training etc. Will include health and mental wellbeing of staff, and pension system changes.

Cut bureaucracy (Sue) – reduce pressure on GPs. Includes reducing expected targets from 36 to 5, streamlining discharge process from hospitals, use of single email address for hospital depts and GPs etc.

#### TR GPs perspective (Neil)

The GPs have already decided that, in order to best reach the target of everyone being seen within 2 weeks, they will trial the new system using AccurX.

A GP will triage all online contact on any given day and direct to appropriate service. This will also include phone calls to practice and walk-ins (ie those not using online AccurX service.) Plan to trial this from June, hoping to 'go live' from July.

Much discussion including 'how do we let patients know?' Neil will look into how this can best be achieved.

#### 4 News from the practice – Neil

Staffing issues have not improved since last meeting. Some good news - temporary admin position to be filled for 3 – 4 months. Still using expensive agency staff – group discussion about possible alternatives.

#### 5 Further discussion about how best to communicate with patients. Agreed that Neil will look at poster for outside surgery – same to be used on front page of website. Alison agreed to cast a 'patient's eye' over this.

#### 6 Very grateful thanks were offered to Ivor who has stood in as Chair for the interim period prior to Anna taking over.

#### 7 Date of next meeting: **Monday 10 1730 hrs** – Dr Ovaisi will attend.

#### 8 Future dates: **Monday 11 September / Tuesday 17 October.**