

Thurleigh Road Patient Group Meeting,

Monday 11 September 2023

Minutes

1. Present:

Anna Walker (Chair)	Janice Price
Sue Stern (Minutes)	James Marsh
Gwen Rosen (Treasurer)	Angela Davies
Sara Turner (Membership)	Marina Ratcliffe
Neil Lazenby (Practice Manager)	

Apologies: Patrizia Kwella, Alison Mansfield, Suzy Pawlack, Chris Hyde, Nina Smith, Liz Freeman, Jenny Rasti, Sam Davies, Emily Travis, Lucy Rubin.

2. Minutes of last meeting agreed

3. **News from practice – Neil Lazenby**

- 12,000 letters re changes in the Practice have been sent out to patients via Accurx so far. Only 3000 to go. Neil was congratulated on progress.
- Surgery banner poster with all necessary information on it is near completion.
- There have been only 11 complaints about access via Accurx since 10.7.23, the number has gone down significantly.
- Locum GP is exploring joining Practice to work 4 days including Fridays – good news!
- The Practice invested in a new telephone system before Neil arrived which is not cloud telephony. The current NHS requirement is that all surgeries should have cloud telephony. This will be locally funded by SW London ICB and will enable call queuing systems and an improved experience for patients and staff. No current clarity from ICB on timing

4. – TRP does now know how to change the message on the current system **Action: Neil to circulate suggested alternative to the Patient Group-** Patient records/letters will be available on the NHS app by 3rd October 23. Approx. 80% of TR patients are signed up to the app. Test results will be available on the app from 31/10/23 but it is not clear whether this will include those from St George's/other hospitals. **Action: Neil to clarify the position.**

Discussion about the costs of using the batch text system to send information to patients. Does the Accurx system enable emails to be sent?

Action: Neil to find out the costs of batch messaging and how the system deals with emails and report back.

- Under the NHS 'Recovering Access to Primary Care Strategy' the Practice has been offered 13 training sessions. Patient Group was eager to have advice on best practice for patient groups **Action: Neil will advise Anna if this is covered**

5. TRPG issues

- No more progress on Balham Park Surgery proposal for PCN patient survey:

Action- Anna Walker to contact Chair of BPR PPG to discuss way forward.

-Annual General Practice survey- analysis of results nationally and in Wandsworth. TR does well on scores of satisfaction with clinical issues but not so well on access scores.

Action – Sara Turner to download survey results and circulate to group.

- Discussion regarding a “Town Hall/ open access” meeting to inform patients of new approach. (BPS is having one in October). It was decided to see how the BPS meeting goes and think about what information we need to give patients before embarking on our own meeting.

- The Patient Group notice board has reappeared in the waiting room thanks to admin staff. They have also put useful general information on it. We need to think how to use it.

Action – Sue to discuss with Alison.

Sue was able to open the suggestion box on the board which contained 8 messages. These will be shared with Neil and the group as they identify issues of concern to patients. It will be useful to look at these together with the Practice complaints and compliments.

Actions: Neil to send Anna data on complaints and compliments regularly to enable joint communication re trends in patient issues. Neil will also circulate recent information/ trends on Family and Friends survey

Sue to circulate suggestion box messages.

-Discussion about whether the patient group should be designated a committee. It was recognised that all registered patients have a right to belong to the group and there may be a problem if too many wish to attend meetings. Currently that is not a problem and the Terms of Reference identify the four officers. The TOR can be amended at the AGM when officers are re-elected. At some point we may wish to develop task groups. It is useful if Anna can circulate relevant information to all group members.

- Ivor Rawlinson has now retired from the group and all acknowledged his great contribution over the past 8 years. He will be missed.

6. Liz Freeman and Ross Gardner have joined as new members

- Robin Cook- Hurlle has volunteered to help with Practice website and look at the GP's payment formula

- The process for medication reviews needs to be revised.

- Janice had a very useful general session with Dr Ellis and we would like to know the criteria for patients to receive this service.

Action: Neil to find out which patients receive this consultation. Is it those who are immuno-suppressed?

7. Future meeting dates.

Next meeting Tuesday 17th October. Dr Nasiruddin will attend.

The AGM will be held on Monday 20th November 2023 5.30 to 7.00

It is proposed to hold meetings every 2 months after that. Dates proposed were 5.30 to 7.00 on

Monday 15 January

Monday 11 March

Monday 13 May

Monday 8 July

Monday 9 September

ACTION:ALL MEMBERS TO PUT THESE DATES IN THEIR DIARIES

Action: Neil to ask partners to attend at least one session a year.

The Group would also consider asking other staff eg Head of Reception, pharmacist
Sue Stern 14.9.23