

**Minutes of Thurleigh Road Patients' Group meeting
20th November 2023**

Present	Apologies
Anna Walker (Chair)	Alison Mansfield (Secretary)
Neil Lazenby (Practice Manager)	Nina Smith
Sara Turner (Vice-Chair)	Janice Price
Gwen Rosen (Treasurer)	Liz Freeman
Patrizia Cooke-Hurle	Emily Travis
Ricky Thomas	Lucy Rubin
Angela Davies	Ross Gardner
Jenny Lai- Chen Rasti	Marina Ratcliffe
	Chris Hyde

1. Welcome

The meeting followed on from the TRPG AGM and Neil was welcomed to the meeting.

2. Minutes of the last meeting

The minutes of the meeting of 17th October were approved.

3. News from the Practice

3.1. Staffing

Staffing difficulties continue to be a major problem.

Doctors: There are currently six doctors working with three partners (4 sessions each) and three salaried GPs (one working 8 sessions and two working six sessions each).

Dr Liu is on maternity leave (baby girl born yesterday) and Dr Christopher is on sick leave until the New Year.

Dr Sian Evans will be covering part of Dr Liu's work (Fridays) long term and Dr Laura Pollock may also be able to cover Fridays.

Nurses: Neil was optimistic that we would soon have two Advanced Nurse Practitioners with Sophia taking her final exams in January and Tor returning in April.

Admin/Reception: Sharice has left to become a practice manager elsewhere and the team has welcomed Yonathan and Lynn.

3.2 Feedback from the **GP Improvement Group** is positive. They will work with the practice until early January advising about how roles can be made more efficient.

3.3 Grants

The practice applied for a London Improvement Grant (relating to an infectious disease best practice audit) to which it has to contribute 25%. £30,000 has been granted to cover lino floor coverings to replace carpet (no longer approved) and modifications to sinks.

There is a further £15,000 (Transition and Transformation grant) likely to be approved from the ICB.

4. Patients' Survey (PCN survey)

4.1 The current survey.

The first 1000 survey links were sent out by SMS and there was a 10% response rate. Then, because of capping of the number of SMS messages) the next 5000 were sent out by email. And there have been far fewer responses.

As no one at the meeting had received the survey and nor had anyone in their households, we enquired how the 50% sample had been selected. Neil said that it was a “random sample” and that David, the practice IT manager, had sent the surveys out.

Analysis was discussed and it is not clear what is produced automatically by the survey programme. There is the possibility of the AI programme piloted by Alison to analyse the free text responses.

Actions:

- Neil to find out how the sample was selected and feedback to the TRPG as a matter of urgency.
- Anna will enquire of the rest of the patient group not present this evening whether anyone has received the survey.
- David will be asked to liaise with Balham Park about how they plan to analyse their results.

4.2 The **follow up survey**

For the next survey, it would be good to have a link on the website and perhaps to put it near where people go to make appointments to encourage a higher response rate.

Actions:

- Anna will explore getting a link onto the website for TRPG for the future.
- Neil will find out more about who controls access to the website so that it can be altered.

4.3 Capping and charging for SMS messages

Messages for the practice have been capped at 164,000 by the ICB.

Actions:

- Anna will ask the ICB why there is capping and charging when the general direction of travel is for the NHS to be more digital.

5. **Feedback from Balham Park Surgery open meeting**

Sara and Ricky attended this meeting on 2 November and feedback was written up. This is attached to the minutes.

BPS has 25 doctors and 21,400 patients. The point made by Dr Shah that the number of times patients see GPs has increased from 3 per annum in 2000 to 10 per annum in 2023, was discussed and did not seem plausible unless electronic contacts such as messaging invitations to vaccinations, for example, are counted.

The group discussed whether a similar meeting could be held for patients of Thurleigh Road practice. There was concern that it might be a negative experience and that the practice staff might be reluctant to attend. Anna was keen to work towards such a meeting chaired by the TRPG. The aim would be to make it clear that the meeting was to discuss general issues and not to bring up individual grievances or problems, so that the tone of the meeting could be positive.

Action: Review this again in a few months when there are (hopefully) fewer pressures.

6. **Family and Friends survey**

The results for last month were not available yet but they will be sent to the TRPG monthly. (latest results now attached)

Action: Neil to arrange for the TRPG to also see the monthly reports to CQC re complaints and compliments of the Practice

7. Access issues

7.1 Telephony – funds still have not been approved by the ICB

Action: Anna will ask the ICB why this has been held up for so long.

7.2 The message on the surgery phone

No progress has been made on the text for this. Three people volunteered to work on a draft message.

Action:

- Angela, Ricky and Patrizia to work on a draft message.
- Neil to send text of the current message to them, Anna, Sara and Alison

7.3 Accurx

Sara flagged the value of being able to upload Word and PDF documents on to Accurx

Action: Neil to establish whether this is possible

8. Quality of Care – getting St George’s test results onto the app

There has been no progress on this.

Action: Anna agreed to speak to St George’s about this.

9. TRPG issues

9.1 Medication reviews

The information on the website has been updated.

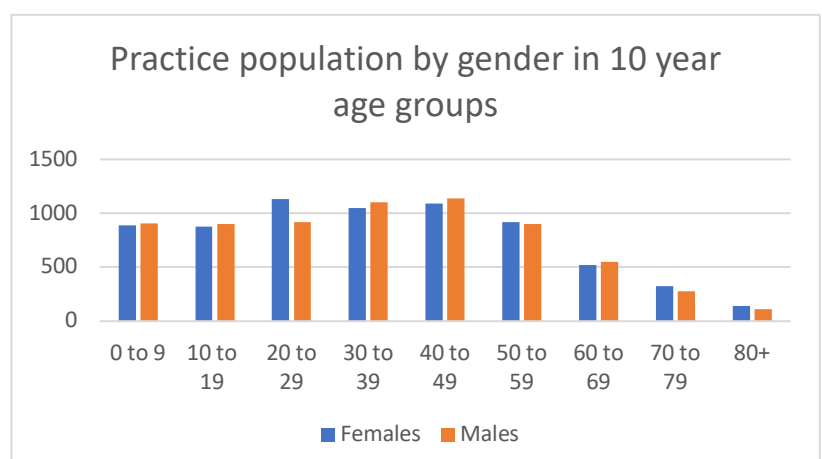
9.2 GP funding formula

The practice population figures were looked at briefly and it was noted that the practice population is quite young. Without clear information on the funding formula, it is not clear how this affects the practice.

Action: Anna will talk to James Marsh re further analysis of the formula

The information below was not discussed in the meeting but it is interesting – I have regrouped in 10 year bands rather than 5 year to make it easier to read

	Females	Males
0 to 9	886	909
10 to 19	876	898
20 to 29	1132	919
30 to 39	1046	1100
40 to 49	1093	1137
50 to 59	920	903
60 to 69	520	548
70 to 79	325	279



80+

142

110

10. AOB

Information from the AGM about the Committee was fed back to Neil.

11. Dates of future meetings:

Monday 15 January

Monday 11 March

Monday 13 May

Monday 8 July

Monday 9 September

Monday 18 November preceded by the AGM