

# Thurleigh Road Patient Group meeting minutes

8 July 2024

## **Present:**

From Practice: Neil Lazenby (General Manager), Huma Jagirdar (Operations Manager) and Tor Godfrey (Advanced Nurse Practitioner)

Patient group: Anna Walker (Chair), Sara Turner (Vice Chair), Alison Mansfield (Secretary), Patrizia Cooke-Hurle, Angela Davies, Nina Smith, Janice Price.

**Apologies:** Marina Ratcliffe, Sara O'Reilly, Ricky Thomas, Sam Davies, James Marsh, Emily Travis, Suzy Pawlak, Chris Hyde.

## **1. Welcome and apologies**

Anna welcomed everyone to the meeting.

## **2. Minutes of last meeting:** approved

## **3. News from Practice**

**Staffing:** Neil and Huma confirmed that 1 new GP had already started Laura Pollock, previously a locum with the Practice but now a salaried partner. Dr Joanna Sutherby, an experienced ex-partner from another Practice, will be starting in November. Dr Zebun Nahar, a newly qualified doctor, will be starting in the autumn as maternity cover.

Neil/Huma: please can you check all the spellings?

There was one further doctor vacancy from November and the Practice was already recruiting for this.

Olivia Grimmit, admin assistant, is now responsible for the Patient Aligned Care Team (PACT) covering long term care issues.

There are currently no other clinical vacancies.

There is only 1 admin vacancy, and the practice is no longer using agency staff – this is great news and Huma and Neil were congratulated.

Tor commented that, although clinically now well-staffed, there are many challenges including patients still not confident re making appointments/understanding triage and lots of complex clinical work, including serious mental health problems.

**GP funding formula:** Questions about whether the practice is in receipt of all available funding, for age related health checks for example. Neil and Huma confirmed that all the checks required by QOF (quality outcomes framework) are in place and that the practice is dependent on that income.

Tor explained that although it may not always appear that a patient has been called specifically for a check-up, many of the required assessments are done during other appointments – eg BP, weight etc

A discussion was held on the Labour government's potential approach to the NHS. The new Secretary of State had been clear that there would be an emphasis on more resources for primary care and prevention. There could be value in the Practice and the Patient Group looking at the problems for the Practice with the current funding formula.

**ACTION: Small group including practice staff, Anna Walker and Rosey Marsh to meet to look at funding formula. TBA**

**Update on improvements to the triage system:** Neil and Huma reported that the meeting with Dr Devin Gray at Putney Road Practice had been very beneficial. Thurleigh Road Practice is already working towards 'total triage' (it is about 70/80% there ) the aim is to have the triage form available online all day until 1800hrs. All clinicians will be involved in triage. Aneesha and Huma planned to spend some time at Putney Road learning from their experience. The data that Dr Gray referred to at the meeting about logging progress is also available to TRGP.

Huma is still trying to get a computer for patients to use in waiting room – eg to be assisted with logging on to website etc.

Tor had recently attended a coffee morning at St Luke's to address some of the IT issues with the attendees.

Discussion about screens in waiting room and whether they can be used to impart information to waiting patients. Sara asked about the 'check-in' screen. It used to tell patients which floor/room to go to for appointment.

Huma and Neil unaware as before their time but agreed it would be useful information. .

**ACTION: Huma will look into this.**

**Update on Practice modernisations:** The new telephony system is in place and working well.

**ACTION:** Tor will record the new script for callers.

New website is taking longer than planned but is under construction. The platform is IATRO. No launch date yet.

**ACTION: Neil will follow up**

#### **4. Communication with patients:**

Anna reminded everyone that it had been agreed to have a follow up meeting with patients, after the previous coffee morning in April. Anna has secured St Luke's for this, at no charge.

Group discussion about how best to communicate with patients – eg website, apps, newsletter, information in waiting room.

Idea of newsletter from Practice has been shelved as this was not a priority and the team were very pressed.

Much discussion about the intention of the open meeting in church - including who to invite, importance of an RSVP so numbers could be estimated, timing, who will attend from Practice etc. The general feeling was that the meeting should not just be IT based and about triage but an information sharing exercise about Practice improvements, new initiatives etc. Those coming should be asked to give advance notice of what they would like to cover. Suggestions that more than 1 meeting could be held – eg 2 on same day, (one in the morning and one early evening eg 1800 hrs) and that an IT session could be offered after the meeting.

Anna is happy to Chair the meeting. It was agreed clinical representation would be important. Balham Park Surgery 's open evening had included a GP, a nurse, the practice manager and someone from their patient group. Each had been given two minutes to speak and it had been clear that

questions could not be about individual patient issues. Tor said she was willing to come dependent on the date chosen.

The Church's capacity is approx. 400.

**ACTION:** Neil will discuss with GP partners at upcoming meeting this week. He will then liaise with Anna about date etc.

**Update:** Thank you to Ricky and Sara O who attended the last meeting of the Wandsworth Primary Care Patient Forum in June (see notes attached with agenda previously) The meeting agreed that this a very useful forum for all practice groups and that we should continue to attend.

**ACTION:** Alison will liaise with others about attendance at next meeting on Weds Sep 18 at 1400 hrs (East Hill Baptist Church.)

**Future meeting dates:**

Monday 8 September 1730hrs

Monday 18 November 1730 hrs (preceded by AGM)

**Dates for 2025 meetings** – please see info in attached email.