

Orchard Surgery

Patient Participation Group Only Meeting

19 June 2024

Presentation by Barbara Howard from Social Prescribing (SP)

Barbara commenced in her role in 2021 in a team of 2 which has now increased to 4. The team is based at Breckland District Council Office in Dereham. The team is best described as “Time to Listen”.

The team is not assigned to one particular practice and all referrals are subject to triage. Referrals are received directly from the GP practices or patients can self refer on the Social Prescribing Website or by telephoning the Breckland District Council call centre 01362 656870.

The referrals cover such areas as loneliness, benefit support when financial issues are identified and patients suffering from low mood. Care support needs could also be identified for the elderly and also bereavement support. The service is currently available to anyone 18 or over however the NHS 10-year plan has broadened the accessibility to any age group.

As from February 2024, 5 Primary Care Trusts (PCNs) are trialling a Young Person and Family Support worker to address young persons Mental Health issues which could cover such areas as loneliness, bullying, special educational needs or exam stress. A youth worker from the Mancroft Project will work alongside SP in Dereham who are taking part in the trial.

In the case of patients over 18 SP will devise an Action Plan for the patients to follow having identified the relevant voluntary or statutory organisation or any application for potential benefit assistance.

At present SP is provided with some information on the patient however this process will be much improved as Orchard Surgery is introducing a new case management service JOY.

The service is time limited as SP try to encourage the patients to take control. SP can refer patients to Active Norfolk if loneliness is an issue. This is a 12-week course at the Leisure Centre to which the patient may have to make a contribution to attend.

SP also works closely with the Health and Wellbeing Service. As far as financial issues are concerned SP can assist with applications for Housing Benefit and can also refer patients to the Housing Support Fund that can offer grants up to £300.

SP will check in with the patient after 2 weeks and usually make 5-6 contacts

Members of the PPG raised concerns on time limiting the contact with patients. Reassurance was given that SP will treat each case individually and where additional support is required it will be offered. The members also pointed out that not every patient has online access to the website. Also, a PPG member had difficulty accessing the service when calling the Breckland contact centre. It was

suggested that if patients do not have online access, then the best course of action is to self- refer by telephoning or attending in person to Orchard Surgery with a request to be self referred to SP.

Lisa F will check the SP website.

Apologies: Joanne S, Laurie M, Judith S

Resignations: Dilys K (Chair)

Election of Chair: Rob SB was elected as Chair

Volunteer for Facebook and What's App: Lisa F has accepted the responsibility to administer both sites

Minutes from PPG Meeting 16/4/2024

The minutes were agreed and accepted apart from one amendment Page 3 para 4 to read "Some of the group"

Improving Patient Experience re Booking Appointments

The email from Sarah (Business Manager) outlining the surgery's proposals for improving the patient experience in booking appointments was discussed.

Joanne S Feels there should be the facility for patients to walk in to make appointments as not everyone is online

Laurie M Agrees that a 7.30 start for online appointments would be fine but he would also like a greater understanding of the triage service

Members attending the meeting raised the following issues:

What is classed as urgent

Will opening earlier allow patients to get through any quicker

Will the line close early if all appointments are taken

Is it first come first served

All depends on the receptionist

Suggestions

Dedicated appointment line similar to cancelled appointment line. Only open for appointments and not general enquiries from 8-10

Receptionists' availability for early morning walk ins

Same day appointments must be available for Walk ins, Telephone and Online

One member informed the group that Elmham practice, offers the facility on the telephone line, that the person in the queue at say 10 can agree to hang up with the surgery calling them back once their number in the queue is reached.

A member shared 2 positive experiences of using the online appointments, the first medication dispensed within 2 hours, secondly appointment arranged for the next day.

The group agreed that more understanding from the surgery on how the system would work in practice required clarification so is to be placed on the agenda for the next meeting with the surgery.

Understanding the Patient Experience. PPG visibility in Surgery

A member who infrequently attends the surgery shared her experience of observing the queue at the reception desk and feels that the PPG should consider spending some time at the surgery to try to engage with patients and possibly recruit new members to the PPG

A discussion ensued with the following observations:

A more prominent display of the PPG around the noticeboards in the surgery should be encouraged. A planned approach to patients would be required. No need to complete a questionnaire just design an appropriate approach from the PPG members

Suggestion that PPG members spend 1 day per week for 4 weeks in the surgery

Day to be split 1 member in the morning, 1 in the afternoon

Do receptionists have the facility to call for support when queue exceeds a certain number

The overall view is that members believe they could support this initiative but new members recruited to the PPG would help facilitate this. It was agreed to continue with this discussion at our next PPG meeting.

AOB

Jean W informed the group that she had requested missed appointment stats. The surgery suggested that the PPG had informed the surgery that these stats were no longer required. The group agreed that these stats should be provided to the Chair each month from now on in.

Jean W also informed the group that the last minutes published on the surgery website was 11 May 2023 as the surgery is reticent to publish the minutes without a summary. It would suggest to patients that we are not really functioning.

It was agreed the Chair will discuss future publishing of the minutes both on the surgery website and on the PPG Facebook page.

Date of next meeting: 9 July 2024 Arrive 16.15 to commence PPG only meeting 16.30 -17.00

17.00 -18.00 Surgery/PPG meeting