

Orchard Surgery

Patient Participation Group Only Meeting

15 August 2024

Presentation by Judith Sharpe/ John Bultitude Healthwatch Norfolk

Healthwatch Norfolk (HWN), along with all other local Healthwatch areas, were given a statutory role under the 2012 Care Act with the services commencing in 2013.

Funds are paid to the Local Authority by the Dept of Health and Social Care to distribute to all local Healthwatch. The current funding for Norfolk is £369,500. The funding formula for Norfolk is below the national average.

HWN has a good working relationship with Norfolk County Council. There are currently 15 employees including 5 Engagement Officers whose role is to be involved in the local communities. These officers will visit GP surgeries, hospitals, pharmacies and foodbanks in an attempt to learn from those communities how the NHS, Social Care and Children's Services are being effective/non effective in their areas.

As far as Dereham is concerned there has been engagement with the Social Supermarket where there is a community fridge organised by the Love Dereham campaign.

HWN cannot take on individual complaints but can signpost and advise patients on how to proceed with their complaint. Patients or their carers are encouraged, in the first instance, to visit the HWN website: www.healthwatchnorfolk.co.uk if they wish to leave any feedback positive or negative or alternatively there is a telephone line open between the hours of 10am to 4pm. Outside of these hours there is an answering machine to leave a message Tel: 0808 168 9669.

HWN is the voice of Norfolk People who can alert the Integrated Care Board (ICB) NCC or health service providers to any trends or concerns within communities in relation to their Health, Social Care and Children's Services. When 10 or more pieces of feedback are obtained during an engagement visit a brief report is written and shared with the service provider and published on HWN website.

It is no surprise that at the top of HWN's agenda is Dentistry Services in Norfolk.

At present HWN are undertaking a 3-year project with the Norfolk and Waveney Health Care Trust so that the project team can prepare a more detailed report with expert analysis on Mental Health Services.

HWN are encouraging Digital Access via the NHS App so that, following patient consent, a patient's medical record can be made available to 111, the ambulance service and access to other GPs. HWN are visiting the QE Hospital in Kings Lynn monthly and a hospital Youth Council has also been established.

Another project has been established with Marie Curie and NHS East of England in an endeavour to publish a report on End-of-Life Care. There is a survey available on HWN website for patients to be encouraged to complete.

HWN is being encouraged to endeavour to seek feedback from minority groups such as Travellers, ethnic minorities and LGBT communities. A Vulnerable Adult Service (VAS) was introduced for the homeless in Norwich after the closure of the City Reach practice. It was felt that the homeless would get a worse service than the general public but over the past 12 months since the introduction of VAS, the access to medical services for the homeless has improved.

HWN believes that patients need to understand the changing roles within the NHS. It is not always necessary for patients to have a face-to-face appointment with a GP when a Nurse/Nurse Practitioner can also assist. There are also Community Nurses and Midwives. All 3 Norfolk Hospitals now have a GP front door service to triage less urgent cases attending at A&E departments.

Finally, over the past year HWN received 5,417 different experiences about health and social care from patients. 282 requested clear advice on accessing NHS non-emergency dental care and where to find mental health support.

58 Reports were published about the improvements patients would like to see in health and social care services

Feedback was gathered from all 3 hospitals over a 3 week period with the assistance of a team of 17 volunteers.

Rob, Chair of the PPG, thanked Judith and John for their presentation to the group.

Apologies for absence: Lisa F & Joanne S

Minutes of Meeting 15 June 2024: Approved without amendment to be published on PPG Facebook page and Orchard Surgery website.

Matters Arising

- 1) Care Navigator is here to stay. Some members were of the view that patients would not connect the care navigator as being a receptionist.
- 2) Improving patient experience re booking appointments is to be discussed at the next meeting with the surgery. One member referred to recent telephone contact with the surgery, she was 17 in the queue then after a few minutes was No.1 but was then held in the queue for some time thereafter
- 3) PPG visibility in the Surgery – The surgery is more than happy for members to attend to speak to patients re their experience with the surgery. Concerns were raised as to how members would approach patients. Confidentiality was a concern in respect of what patients may wish to divulge. Would the approach to patients be specific or generic. Some members felt that possibly Faye the HWN engagement officer could assist with some training. Judith S suggested to the group that seeking feedback is an onerous task as not every patient will be prepared to give feedback. Faye suggested that once we had determined the date for our attendance at the surgery, she would try to make herself available 30 minutes before to provide reassurance/training. If we achieve at least 10 pieces of feedback then as a group we can enter

the feedback on the HWN website. It was agreed that the Group needs to have a further session to try to determine the most appropriate approach to patients.

Outstanding Issues (unresolved)

- 1) Car Parking – It was noted that the surgery is leaving notes on vehicles that should not be in the car park. Issue to be deferred until refurb.
- 2) Refurbishment to be deferred until specific date agreed
- 3) Missed appointments- Would it be useful for members to understand the % of patients not attending in relation to those that do. Would the extra task for the surgery to provide the info be worthwhile. Non attendance had reduced from 167 the previous month to 133 for July 2024. As we publish the minutes on Facebook and the surgery website Jean w felt that we should continue to include missed appointments.
- 4) Newsletter- Laurie M has agreed that he will attempt to produce a September newsletter. It was confirmed that there are currently 2 managing partners as Dr Foster has left the practice.

PPG Chair Rob advised the group that he had agreed to chair the group on a temporary basis so he asked if anyone would wish to take on the chair on a more permanent basis. No one volunteered so Rob agreed to continue in the role.

Missed Appointments Some members of the group expressed frustration that patients failing to attend appointments did not suffer a sanction.

GP -21

Nurse/ Nurse Practitioner - 78

Healthcare Assistant - 34

Training NHS App Rob S-B informed the group that the surgery had suggested that when we attend the surgery we discuss with the patients the benefits of the NHS App in an endeavour to cut down waiting at reception. Some members are not technically minded so would find this approach difficult. The NHS App does not show future appointments at the surgery. A self referral to a physiotherapist can only be made via Airmid. Having to provide photo ID would prevent some patients from registering. An alternative to photo ID is to register with a patients Systemonline login details then the patient can contact the surgery for a PIN No. to complete the registration. Laurie M had obtained a newsletter from Fakenham surgery who offer workshops twice per week with a Digital Transformation member of staff.

The benefits of the NHS App are:

Access to GP Records

Access to Test Results

Order Repeat Prescriptions

Manage Prescriptions

Upcoming Appointments at hospitals

AOB Laurie M had circulated the Fakenham Surgery Newsletter to members which focused mainly on a campaign message from the BMA regarding the GP's dispute over the funding from the government. Orchard Surgery had also shared a similar post with patients on the Facebook page. GP's will only see 25 patients per day as it is deemed to be a safe number. The surgery has been given a 2% uplift on funding but this cannot be used to pay for staffing.

A concern was raised as the Orchard Surgery post suggested that patients should contact the PPG so that we as members could get involved in supporting the dispute. It was pointed out that before the PPG were included in the BMA message, the message should have been communicated to the PPG first. The group will always listen to patients concerns if they are failing to secure appointments, or any concerns patients may endure as a result of the dispute but we will not as a group be involved in the dispute.

Date of Next Meeting Tuesday 17th September 2024 Meeting Room Orchard Surgery
1600-1700 PPG Only
1700- 1800 PPG and Orchard Surgery