

FLEGGBURGH SURGERY

Patient Participation Group (PPG) Meeting Minutes

Date: 13th November 2024

Time: 18:00 - 19:15

Location: Fleggburgh Surgery

Attendees:

- 5 Patients
 - Caitlin (Managing Partner)
 - Ryan (Operations Manager)
 - Dr. J. Moore (GP Partner) – present briefly as completing clinical administration.
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1. Staffing Update

Caitlin provided an in-depth update on the current staffing situation to address the importance of sustaining robust patient care with a well-supported team.

- **Doctors and Appointment Capacity:**
 - Dr. J. Moore has joined the Surgery as a full-time GP Partner, available on most days, providing continuity and leadership.
 - Dr. P. Wisdom, a salaried GP, works three days a week (Mon/Wed/Fri), enhancing appointment availability.
 - Two GP registrars, one working Mon/Tues and the other Thurs/Fri, further supplement the team, contributing both clinical skills and learning opportunities for future doctors.
 - Appointment Availability: With this staffing configuration, we have strong appointment capacity, with routine appointments available within a week – a significant achievement aimed at reducing wait times and increasing patient satisfaction.
- **New Staff Introductions:**
 - **Ryan (Operations Manager):** Caitlin introduced Ryan, who plays a key role in the day-to-day smooth running of the practice. Ryan's clinical training (blood tests, BP checks, immunisations, and reviews for long-term conditions) provides additional clinical resilience. This support is particularly valuable during times when the Healthcare Assistant might be unavailable due to leave or illness, minimising disruptions to patient care.
 - **Shakthi (Practice Clinical Pharmacist):** Works two days a week, focusing on medication reviews for patients, helping optimise medication plans, and ensuring compliance with NHS regulations. Shakthi's role is essential in both providing

patient-centred care and maintaining medication safety, especially given the complex requirements of our patient population.

- **New Receptionist:** Starting in December, the new receptionist will work two days a week, supporting Toni in managing front-line reception and administrative duties.
- **Nursing and Specialist Staff:**
 - **Nurse Practitioners:**
 - Alison Cannon focuses on acute and minor illnesses during Tuesday morning clinics, providing timely care for immediate health concerns.
 - Angela Pope specializes in women's health (menopause), diabetes, and respiratory care, addressing high-demand areas within our community.
 - **Practice Nurse:** Alison Clarke works on a bank contract basis, with particular attention to baby immunisations and various nursing needs.
 - **Mental Health and Social Care Support:** We now have a Mental Health Practitioner and a MIND Enhanced Recovery Worker who provide weekly mental health support, addressing a critical need in our community.
 - **First Contact Physiotherapist:** Available on Mondays, our physiotherapist assists patients with a range of musculoskeletal issues, offering timely assessments and easing demand on GP appointments.
 - **Social Prescribers:** These staff members help address non-clinical needs (bereavement, loneliness, carer support) and link patients with community resources, reinforcing our commitment to holistic care.

2. Practice Goals and Financial Resilience

Caitlin discussed the practice's strategic aims, focusing on the long-term resilience necessary to serve a small, rural community effectively.

- **Challenges for Small Practices:** The rural nature and smaller size of Fleggburgh Surgery present unique challenges, including misalignment with the NHS Long Term Plan's focus on large-scale operations. Additionally, financial pressures impact small practices, especially when servicing an elderly demographic with higher healthcare needs.
- **Initiatives for Financial Stability:** To secure the Surgery's future, we have become a teaching and research practice. These initiatives allow us to diversify income, expand our professional reputation, and contribute to the wider healthcare system, all of which help ensure our long-term viability.

3. Patient Feedback

Caitlin & Ryan encouraged open communication and stressed the importance of patient feedback for continuous improvement.

- **Feedback Channels:** Patients can provide feedback via the Friends and Family Test (sent by text post-appointment or available on paper at the Surgery).

- **Feedback Summary:** In October, 98% of respondents indicated they would recommend the Surgery to a friend, with overwhelmingly positive comments on care quality. It was emphasised that this feedback is invaluable in maintaining high standards and identifying areas for enhancement.

4. Research Accreditation

- Fleggburgh Surgery is now research-accredited, reflecting our commitment to contributing to medical advancements. We are currently participating in a virology surveillance study, offering patients with respiratory symptoms a diagnostic swab. Patients receive a diagnosis (e.g., flu, cold, COVID-19, RSV), contributing to public health surveillance and vaccine effectiveness evaluation. Participation in this study also provides remuneration, supporting the practice financially while enhancing patient care with timely diagnostic insights.

5. Enhanced Access Commitment

- **Saturday and Evening Appointments:** In line with our enhanced access commitment, the Surgery opens one Saturday morning per month, with additional evening and Saturday appointments available at Martham and Great Yarmouth.
- **Health-Focused Events:** Previous events included a women's health morning, a vaccination clinic, and a veterans' health morning. The PPG discussed potential events, such as a dedicated carers' morning, to provide carers with support, information, and health services, enhancing community health support in a targeted way.

6. CQC Compliance

- Following Dr. Rogers' retirement, Fleggburgh Surgery registered as a new provider and is awaiting a CQC assessment. Recent efforts to improve compliance include:
 - Comprehensive staff training and health and safety audits.
 - Medication management improvements and significant reductions in NHS drug costs, reflecting our commitment to both regulatory standards and cost-effectiveness.

7. Patient Population Growth Strategy

- **Expansion Proposal:** To strengthen financial sustainability and secure the practice's future, Fleggburgh Surgery aims to increase its patient population from 1,900 to around 3,000. We are exploring an expansion of our practice boundary to include Filby, Mautby, and West Caister, in consultation with the ICB and local practices. This was discussed with the patients present whom had no objections.
- **Capacity for Growth:** With good current appointment availability and a recently converted clinical room, the practice is well-positioned to maintain high care standards while serving an expanded patient base. This growth would provide increased NHS funding, supporting practice resilience and continuity.

8. Any Other Business

- **Patient Feedback:** The attending patients expressed their gratitude to practice staff, appreciating their dedication, caring nature, and patient-centred approach. Caitlin & Ryan fed this back to the Surgery Team. **Meeting Closed:** 19:15