

Patient Participation Group
Notes of Open Meeting
16th March 2023

1. Welcome: The Chairman welcomed everyone to the meeting. Approximately 45 people attended.

2. PPG Members Present: Theresa Banks (TB), Jane Chase (JC), Pat Fraulo (PF), Jasmine Fulcher (JF), Ian Gutteridge (IG), Stella Gutteridge (SG), Ann Lemmon (AL), Margaret Worledge (MW), Valerie Brown (Virtual member)

SJMP:, Dr Prabir Mitra (PB) Dr Frank Tigchelaar (FT), Practice Manager Kathy Foley (KF), Operations Manager Simon Temple (ST), Natalie Johnson and Alison Boykew.

Apologies: Malcolm Powell (MP)

Introduction to the PPG

IG explained the purpose and history of the group. He explained how it functions and the frequency of meeting – approx. every 2-3 months. It operates face to face with a facility for some members to meet via Zoom. IG gave examples of work done by the PPG such as fundraising for the Practice and helping to operate the Covid vaccination programme. It is open to any patients of SJMP and IG invited members of the audience to express their interest in joining.

St James Medical Practice (SJMP)

KF introduced herself and members of the team. She showed an artist's impression of the new surgery and gave a brief overview of how the practice will look and what care will be offered. The following items were explained by KF and ST.

- **Location**
- **How to get to the practice:**
 - most patients drive / 99 spaces in total
 - 60 car park spaces inc. disabled and child friendly spaces all at front
 - bicycle, motorbike and mobility scooter stands
 - electric car charging points
- **Layout maps / Ground Floor:**
 - endoscopy unit (with own dedicated entrance)
 - pharmacy
 - patient check-in screens area
 - Care Co-ordinators area
 - Quiet Interview Room
 - Toilets and baby changing area
 - Minor surgery and various treatment rooms
 - Health Promotions room with latest technology for events

The layout also allows for any areas to be shut off if necessary.

Layout maps are available at the surgery. The whole layout is spacious, light and airy.

- **First Floor Layout:**
 - Waiting area
 - staff area
 - Virtual consulting rooms
 - Meeting and staff rooms
 - Training room
 - Management and Administrators areas
 - Records room
 - 15 GP rooms which are interchangeable between GPs
- Dr Mitra, ST and KF visited New Barn Surgery in Broadway, a project recently completed by the same developer. This practice is half the size of SJMP but it has a similar layout.
- Dr Mitra had taken some photographs on the visit and some of these were shown to give attendees an idea of what the new practice building would look like.

The new surgery will be modular, This will allow for further expansion later as the patient list expands. The building can also be extended up into the roof space also.

- **Services Available:**
 - GP Service
 - Physiotherapy
 - Nurse Clinic
 - Pharmacy
 - Clinical Pharmacists
 - Phlebotomy
 - Endoscopy

All rooms will have entirely new equipment.

There will be a variety of other services available but these have not been finalised yet.

The Practice is governed by NHS England and there will be no initial changes to the ways that patients can access the service. KF pointed out that changes may occur in the future subject to NHS requirements.

Question and Answer session

- **Qs were asked about:**
 - recruitment of staff to meet expansion
 - capacity for taking on new patients
 - closure of existing endoscopy unit at Dersingham,
 - Establishing a commercial pharmacy
 - Opening Dates
 - Provision of more advanced procedures not currently available
 - A 5 Year plan
 - A new telephone service
 - Transport to the surgery/ Bus services
 - Provision for South Lynn
 - Areas for doctors' visits

- **Answers:**

- Dr Mitra addressed the staffing issue and a national shortage of GPs. There is difficulty recruiting and retaining GPs in this area. It is hoped that having a brand new, state of the art surgery will help with recruitment.

-The new practice has been built to cater for 20,000 patients and the Practice currently has a patient list of 17,000. ST pointed out that, although there is room for further expansion, NHS England will only allow funding to reflect current needs. If there were large increases in housing, the Practice might be permitted to expand further.

-The existing Endoscopy unit at Dersingham will close. The new Endoscopy suite will offer a full service, including biopsies. Currently, higher risk patients have to attend hospital endoscopy unit but they will be able to be treated at SJMP in the future. The Endoscopy service is open to any patient from the Eastern region and there is currently only a 3 week wait.

- It is hoped the Pharmacy will be a commercial one but it will have to a local pharmacy that wishes to relocate to SJMP.

-Opening dates will be advertised in all the relevant media sources.

-SJMP is in talks with QEH consultants about establishing additional, more advanced procedures but this is ongoing. The Endoscopy suite will be lead lined to allow for X – ray services to be performed which may spare patients lengthy hospital waits. However, any of these services being provided is subject to authorisation by the local Integrated Care Board.

-Dr Mitra addressed the 5-year plan question. He explained that previously SJMP had constructed a business plan in 2008. Everything necessary was done but the plan could not be completed because the confidential transfer of files could not occur. Therefore, there is caution about future planning as there could be other impediments.

- The new telephone service will operate in the same way as at present. SJMP has doubled the number of phone lines currently in use and there are 6 staff members answering at all times. The Practice aims to get through the waiting callers as quickly as possible. The queue is dependent on the time of day. An attendee praised the service and said he had got through in under 15 minutes, despite a long queue. The Practice is considering different ways for patients to contact and the Admin team is looking at trying to introduce an online service.

- A full transport plan was submitted by the developers and architects to HOSC (Health Overview and Scrutiny Committee). The nearest bus stop is in Hall Lane – 400 yards away- so no further than at present. There will be discussion with local services, such as Go To Town and Dial-A-Bus, about providing services into the Practice. Currently, some PPG members use these services to get to the present practice. Any provision would be the decision of the transport providers.

- The Government has provided extra money for Health hubs, and the Primary Care Network and QEH will share a new hub in South Lynn.

- A West Winch resident was concerned about GP visits. It is currently the rule not to visit patients out of area but, as West Winch is in the area, visits there will continue as normal.

KF and ST closed the meeting by thanking patients for attending and invited anyone interested to speak to IG and TB about joining the PPG. A number of patients have expressed interest and will be contacted by IG.

IG also thanked KF / ST for their presentation which was most informative.