

PARKLANDS PATIENT FORUM

MINUTES OF MEETING

Held Wednesday 1st December 2021 at Parklands Surgery

PRESENT

Alison Collier, Linda Pibworth, Michael Pipe, Elaine Yates, Peter Wright, Susan Bennett, Karen Martin, Dr Barber, Mandy Hack (for Parklands Surgery)

APOLOGIES

Christine & Peter Murdin, Ray Wood, Susan Twitchings.

MINUTES OF LAST MEETING

Agreed.

MATTERS ARISING FROM SEPTEMBER MINUTES

None.

TERMS OF REFERENCE

Mandy suggested the forum review the Terms Of Reference yearly to ensure they are up-to-date and relevant to forum members. Mandy will email around to everyone to review before the next meeting (March 2022).

LPEG MEETINGS

Mandy has been contacted by the Chair of the Local Patient Engagement Group (LPEG) as we do not have a representative attending. The group discussed and Alison explained two members of the forum have attended LPEG meetings previously, but did not feel this to be of any benefit to patients of the Practice, nor did it facilitate any learning or action points. The forum decided it wouldn't be of benefit to engage at the moment, but Mandy will send a quarterly report to the LPEG Chair.

STAFFING

Treatment Room Nurse Gina has retired this month. She has been replaced by Chelsea, who joins us with experience of working in a hospital setting and will be undergoing further General Practice training. Gina was one of our chronic disease management nurses, specialising in diabetes. From our Treatment Room team: Edyta, has now completed her diabetes training and Laura her asthma training, so they join Andrea in managing patients with chronic disease (diabetes, asthma, COPD).

Valentin, Nurse Practitioner, completed his prescribing training with the Practice and has since moved on to pastures new. We continue to advertise for a fourth Nurse Practitioner.

We are advertising for a salaried GP, potentially leading to partnership. Dr Shola Oguocha is working with us as a locum, providing extra appointments to cover winter pressures. She has a wealth of experience, with a special interest in female health and has quickly settled in.

We have advertised for further reception staff. We do have administrators planning to retire next year and some of our reception team will be moving into administrative roles. We are looking to recruit 3 further receptionists to answer telephones and deal with patient queries due to the volume of calls coming in and help to ease the increased workload.

Administrator, Kerry, has taken over the role of Carers Co-ordinator. She is currently updating our procedures for assisting our patients who are carers and will be working closely with the Social Prescriber, from our Primary Care Network and Age UK.

FLU VACCINATION

The Practice has been offering flu vaccination clinics on Saturdays and during the week for all patients over 50 years of age, patients aged 18 to 49 with chronic disease and children. This season's vaccine will continue to be offered until the end of March 2022.

COVID VACCINATION

Dr Barber gave some insight, from a clinical point of view, into the delivery of the SARS-CoV2 booster vaccination.

The Primary Care Network paramedic service has been unable to deliver booster vaccinations for housebound patients, due to winter pressures and the demand on their services. Dr Barber and Karen, Nurse Practitioner, had therefore spent the day of this meeting visiting and vaccinating.

Parklands Surgery will continue to participate in the vaccination programme, working alongside the other Practices in East Northants.

LIST CLOSURE UPDATE

Mandy explained that the Practice's request to NHS England to close the patient list had been rejected. The forum discussed this and the group agreed this should be appealed to help maintain the level of service to currently registered patients and to prevent local "practice hopping". The group reiterated they support the Practice in appealing / re-applying for temporary closure.

DID NOT ATTEND (DNA)

Mandy advised, this quarter, there have been 16 face-to-face appointments booked that were subsequently not attended. This is particularly frustrating as we move out of the pandemic to a more normal way of working. A text message is sent to patients that do not attend, asking them to kindly cancel any future appointments that they are unable to attend as these are appointments that can be offered to someone else.

Our GPs have been offering all face-to-face appointments as duty doctor (urgent "on the day" appointments). Our Nurse Practitioners have found patients prefer telephone consultations for minor illness. We continue to offer patients the choice of face-to-face or telephone consultations with our GPs - appointments can be booked online, by telephone or in person at reception.

Moving forward, the Practice intends to continue to utilise the latest technology used during the pandemic. Patients can of course book face-to-face appointments, but telephone, online, video and texting a photograph will still be available since many patients find other forms of consultation more convenient.

The Practice also finds a number of patients are booking, then not attending for covid vaccination. This does make it difficult as the vaccine doesn't come as single doses. However, this could be due to patients testing positive and needing to isolate, rather than choosing not to have the vaccine.

COMPLAINTS, COMMENTS & SUGGESTIONS

The practice has had no complaints with a common theme over the past quarter.

Patients have very kindly brought in plants, flowers, chocolates and biscuits as Christmas presents for the team, making everyone feel very appreciated.

ANY OTHER BUSINESS

Ray had sent in a question via email asking when Rowland Pharmacy will stop using single use bags for medications, following the UN Climate Change Conference discussions relating to industry contributing to the reduction in plastic pollution.

The pharmacy is not managed by the surgery, it is a space rented from the building owners. Sue also no longer works for the pharmacy. Mandy explained she had emailed the pharmacy manager who assures all materials used are recyclable, in line with living more sustainably.

Tablets aren't packaged at the pharmacy, details of prescriptions are sent off electronically and robotic machinery picks and packs the medication, then delivers to the pharmacy ready for patient collection or delivery.

DATE OF NEXT MEETING

Wednesday 2nd March @ 7pm via Zoom