

PARKLANDS PATIENT FORUM

MINUTES OF MEETING

Held Wednesday 2nd March 2022 virtually via Zoom

PRESENT

Alison Collier (Chair), Michael Pipe, Elaine Yates, Karen Martin, Christine & Peter Murdin, Mandy Hack (for Parklands Surgery)

APOLOGIES

Linda Pibworth, Peter Wright, Susan Twitchings.

RESIGNATION FROM FORUM

Susan Bennett has sadly decided to step down from the group. She informed the group she has now retired from work and feels the time is right to spend more time with her family. We wish Sue a happy and healthy retirement.

MINUTES OF LAST MEETING

Agreed.

MATTERS ARISING FROM SEPTEMBER MINUTES

None.

MEETING ATTENDANCE

Alison, Chair, had asked to add this item to the Agenda. The group discussed, going forward, how membership of the group would be monitored. It was agreed that to remain a member of the group, at least one meeting must be attended per year (this can be either a virtual or the December in-house meeting). If a member does not attend any meetings during the course of one year, they will be contacted to ask if they are still interested in being a member. If no response is received, it will be assumed that the patient no longer wish to participate in the forum.

WHATSAPP GROUP

Mandy suggested setting up a Whatsapp Group for the forum members. Those interested will email Mandy their contact numbers.

TERMS OF REFERENCE

The group reviewed and agreed the Terms of Reference, agreeing to add the following:

- A GP Partner should be in attendance for each meeting.
- Members of the forum should attend at least one meeting per year, whether this be virtual or the December in-house meeting. If a member does not attend a meeting for the course of one year, they will be asked if they are still interested in being a member. If no response is received it will be assumed that they no longer wish to participate.
- Whatsapp group available for group members – monitored by Practice Manager.

Terms of Reference will be reviewed yearly to ensure they are up-to-date and relevant to forum members.

STAFFING

- The practice has recruited 3 further receptionists, 2 of whom have previously worked in General Practice: Natalie, Aimee and Julia have started their inductions and training.
- Advertisements remain for Nurse Practitioner and salaried GP. There has been some interest and the practice hopes to interview over the coming weeks.
- Kirsty, our Health Care Assistant, has completed her Nursing Associate training and has gained her PIN. Next year she will commence her Practice Nurse training.
- Mandy explained the roles of the admin team. We have now started to multi-skill staff and currently have 2 staff able to cover each role (such as prescription clerk, medical secretary, results secretary, clinical coder).
- The practice has been reviewing roles for the future. With less students wishing to train as GPs, Practice Nurses and Nurse Practitioners, Mandy and the Partners are concerned as to how current clinical staff will be replaced on retirement. Mandy has therefore been in discussion with NHS Northamptonshire Healthcare Foundation Trust (NHFT). We will shortly be housing a Nursing Associate Apprentice for training and have expressed an interest in hosting a Physician's Assistant and Community Paramedic.

- We now have a Clinical Pharmacist based at the practice. Kiran is employed by the East Northants Primary Care Network and has commenced her prescribing training. The role is proving beneficial, with Kiran carrying out medication reviews with patients (in person and by telephone), reviewing medication on discharge and working alongside the GPs to reassure patients regarding their medication.

LIVING WITH COVID-19

The COVID vaccination programme has enabled the Government to gradually remove restrictions. Parklands Surgery will continue to work within Government and NHS guidelines to deliver a safe service to our patients. As it currently stands, masks will still need to be worn in healthcare settings and infection control will remain a priority. We have opened up our appointment system further so that appointments are booked alternately as face-to-face and telephone. The clinicians do prefer seeing patients face-to-face, however, the pandemic has changed the way the country works in general and many patients prefer telephone and online consultations. We will therefore continue to offer a variety of consultation types.

FLU VACCINATION

The 2021-22 flu vaccination programme has now been completed. Vaccines have been ordered in preparation for the 2022-23 season and we hope to start this in September.

COVID VACCINATION

The practice continues to offer covid vaccination, for those patients who elect to be vaccinated, working in conjunction with the East Northants Primary Care Network Hub.

We are currently offering the Spring booster for patients aged 75 years of age and older and those patients who are immune-suppressed.

Dr Barber and Karen, Nurse Practitioner, will visit those patients that are housebound to vaccinate with the Spring booster.

CHECK-IN SCREEN

The group wondered, now restrictions are gradually being removed, if the check-in screen will be put back in reception?

Mandy explained our IT provider had removed the screen due to software updates and the screen becoming obsolete, rather than infection control due to COVID.

Mandy has requested quotes for another screen, compatible with NHS software.

RECRUITING NEW MEMBERS

The group discussed how new members could be recruited. It was agreed to promote the virtual meetings as some patients may not be aware of this and may find it convenient to attend a few meetings a year online via Zoom.

Other ideas included:

- Add details to TV screen in waiting room.
- Pictures of current members in the waiting room & on Facebook to try and attract more members (pictures to be emailed to Mandy).
- Poster in the waiting room.
- GPs and Nurses to ask patients at their appointments if they'd be interested in joining.
- Add information to the Council's newsletter / booklet. There will be a mailshot to Rushden residents for the Jubilee (Christine to provide Mandy with details of who to contact regarding booklet).

LPEG (Local Patient Engagement Group)

Elaine advised she will be attending the LPEG group. She will feed back at the next meeting.

LPEG have been keen for a member of the group to attend, although members agreed that past attendance has not proved of benefit to the forum or practice.

UKRAINIAN REFUGEES

The group discussed the current situation with Ukraine / Russia and wondered if the practice will be providing medical treatment to Ukrainian refugees and their relatives.

Mandy explained we would be following NHS guidelines and all Ukrainians arriving in the UK would be able to access free medical treatment. These patients will be registered at the practice and can also receive COVID vaccination if requested.

DID NOT ATTEND (DNA)

Mandy advised, this quarter, there have been 16 face-to-face appointments booked that were subsequently not attended. 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.

It remains frustrating for clinicians when patients book telephone consultations and then do not answer the call. We have tried to streamline the service by giving patients an approximate time of call within a one hour timeframe, which does appear to be helping.

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.

COMPLAINTS, COMMENTS & SUGGESTIONS

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

We have had some very kind comments, cards, flowers and chocolates from patients.

ANY OTHER BUSINESS

None.

DATE OF NEXT MEETINGS

Wednesday 8th June 2022 @ 7pm via Zoom

Wednesday 7th September 2022 @ 7pm via Zoom

Wednesday 7th December 2022 @ 7pm, Parklands Surgery

Wednesday 1st March 2021 @ 7pm via Zoom