

MINUTES OF PARKLANDS PATIENT FORUM

VIRTUAL MEETING

8th JULY 2020 7:00pm

Attendees: Peter Murdin, Michael Pipe, Elaine Yates, Susan Bennett, Mandy Hack, Practice Manager (MH), Summer Hinchon (Minute taker)

Apologies: Karen Martin, Peter Wright, Alison Collier

WELCOME & APOLOGIES FOR ABSENCE

Mandy welcomed the group to their second virtual meeting and introduced Summer, administration apprentice, who will be taking minutes.

MINUTES OF PREVIOUS MEETING

Agreed.

MATTERS ARISING FROM PREVIOUS MINUTES

None.

PATIENT SURVEY

At the last meeting the group had discussed carrying out a patient survey to capture feedback following recent changes made to the appointment system due to the COVID-19 pandemic. The group are interested in finding out how patients find consultations using different methods; such as telephone, online, text, video. Survey questions could include which type of consultations patients prefer and do they prefer to book online, rather than calling the surgery.

The group also discussed ways of distributing the survey. Mandy suggested texts could be sent out to patients following their consultation and we could ask elderly patients (who are less likely to have mobile telephones) the questions during this year's flu clinic.

BUILDING

Regrettably, due to COVID-19 the planned work on the building has been indefinitely suspended. Current restrictions and social distancing mean it would be too disruptive and funding needs to be used in this financial year. However, the Surgery has started the process of restructuring the medical records room, adding further shelves and moving all records to one room, creating space for a meeting room and office. The Practice has also set up an extra kitchen / tea room so that staff breaks can be taken observing social distancing.

CARE QUALITY COMMISSION

Mandy has received a telephone call from CQC asking how the practice were coping with the current pandemic and if any support was needed. The practice will be inspected in due course. CQC may wish to speak to a member of the forum and several of the members advised they would be happy to co-operate.

FLU CLINICS

Mandy ordered the vaccinations in January 2020. Again this year, different vaccines are required – quadrivalent for 65 years of age and over and adjuvanted for those under the age of 65 with chronic disease. Mandy feels uptake will be better this year, given the current situation, but is confident there will be enough vaccines. The government has also indicated that all 50+ year olds will be vaccinated but this will be later in the season, with GP Practices yet to be advised if they will be carrying this out / when they can order vaccines etc.

The group discussed how the clinics could be carried out this year. Mandy explained the surgery layout isn't conducive to a one way system (i.e. in one door and out another). There is only one entrance and the only possible exits are fire escapes, involving using stairs, which wouldn't be appropriate for those patients with poor mobility. The approach the practice plan to take this year is either a drive through or walk through clinic outdoors. Car parking may also be an issue. Therefore, where previous clinics have been booked at one minute intervals we may need to offer appointments 5 minutes apart.

The forum was impressed with the idea and felt it important that the vaccines are still carried out, especially after the pandemic. It will be interesting to see how it all pans out.

DNA (DID NOT ATTEND)

Due to COVID-19 and a telephone triage system, there have been no unattended appointments. However, there have been 15 telephone consultations booked in May and June where the patient has not answered the GP's call. This will be monitored by the practice.

COMMENTS & SUGGESTIONS

No complaints have been received. The surgery does continue to receive positive comments and gifts from patients.

ANY OTHER BUSINESS

- A suggestion was made regarding the stand in reception asking patients to wait until called forward. It is rather large and can make it difficult for patients and visitors to pass each other. Mandy agreed to look at alternative options, but explained that unfortunately there is no way to set up a separate exit and entrance to the building, other than using a door with a stairway, which would not be appropriate for less mobile patients or those using wheelchairs.
- The group commended the practice for keeping the doors open throughout the pandemic, maintaining an excellent level of medical service and assistance from receptionists.
- Concern was raised, as the winter months approach. If things become busier and queues build up, elderly and less mobile patients may be required to queue outside the practice. Mandy advised chairs in the waiting room have now been measured, spaced and marked out 2m apart. Priority to the waiting room will be given to elderly and disabled patients and up to 8 patients will be able to sit in at a time. Some patients may be asked to wait in their cars until the clinician collects them to ensure patient safety. The practice has also had a partition built at reception so that staff can work 2m apart, thus meaning further receptionists can come forward to assist patients.
- The patient forum has enjoyed the telephone triage system the practice is using and are hoping that it will be something that is incorporated when life returns to normal. They are also happy that Parklands have started adding online booking for appointments again, suggesting this is something the nurse practitioners could also have. Mandy explained this can often confuse patients as our Nurse Practitioners deal with minor illness. Mandy has looked into this and there is limited space for adding booking notes, but she will review the process with a view to adding an option for Nurse Practitioners.

Date of next meeting: Wednesday 16th September 7pm (Virtual Meeting)