

## PARKLANDS PATIENT FORUM MINUTES

WEDNESDAY 3<sup>rd</sup> March 2021

7.00 pm via Zoom

### PRESENT

Alison Collier, Michael Pipe, Peter Wright, Elaine Yates, Karen Martin, Linda Pibworth, Sue Bennett, Christine & Peter Murdin, Ray Wood, Mandy Hack (Practice Manager, representing Parklands Surgery).

### WELCOME & APOLOGIES FOR ABSENCE

The Chair, Alison, opened the meeting and welcomed the group to another virtual meeting.

### MATTERS ARISING FROM DECEMBER MINUTES

None.

### STAFFING

1. Dr Barber: Mandy advised Dr Barber would be retiring from the partnership at the end of March 2021. She will be returning as a salaried GP in June, after a two month sabbatical. Dr Barber has made this decision so that she can spend more time working on her charitable projects of GP Ambassador for Target, Ovarian Cancer and Trustee for a homeless organisation. This means Dr Barber will no longer hold a patient list. However, she does not wish to “make a fuss” by informing patients as she will still be holding clinics 3 days a week and her regular patients can still book in to see her. The partnership has respected her decision and the patient forum agreed.
2. Dr Biswas will become Senior Partner, due to length of time as a partner.
3. Dr Shamim will become a partner from 1<sup>st</sup> April 2021. She will hold a clinic list and will be working 7 sessions (3½ days per week). We’ve had many positive compliments about Dr Shamim.
4. Our 2 new Treatment Room Nurses Edyta and Laura have settled in well and have quickly become firm favourites amongst the patients.
5. We have added a further reception role to the team and Leanne is now in post. As we move out of lockdown, the practice will assess the staffing requirements and employ further staff as required.

### COVID VACCINATION

Mandy explained the COVID vaccination programme was well underway in East Northants. Harborough Field Surgery, the Primary Care Network Hub, continue to run clinics with the Pfizer vaccination. As these vaccinations arrive frozen, need to be thawed and stored at specific temperatures, monitored and reconstituted prior to use, they cannot be transported to other sites once arriving at the Hub. Therefore other surgeries in the area will be working shifts at Harborough Field Surgery to vaccinate their patients.

A new national computer system has been implemented to log the vaccination, importing details directly into patient records. Appointments can be booked via a link, which will be texted to patients.

The AstraZeneca vaccine, which can be stored at temperatures between 2-8 degrees is easier to transport and we can therefore collect these vaccines and run our own clinics at Parklands Surgery.

East Northants are currently offering vaccination to all patients aged 50 years of age and above and all those with a clinical condition that puts them at risk of complications should they contract COVID-19.

Mandy asked the group for feedback, to share their experiences of attending clinics and having COVID vaccinations so that she can feedback to the Hub and also improve the patient experience at Parklands Surgery. All members of the group gave positive feedback – even where there were queues, these moved quickly, all felt the layout of clinics were appropriate and felt more than adequate infection control measures were in place to keep patients safe throughout the procedure. The group agreed the vaccination programme in East Northants was a credit to all and asked Mandy to pass on the positive comments to Harborough Field Surgery also.

Some of the group had questions regarding the vaccination programme.

1. Michael: When will all patients have received a first vaccine? It is anticipated all patients aged 50 years of age and over, together with patients in an at risk group will have received their first vaccine by the end of March. Some patients have declined vaccination, but they can of course change their mind and contact their Surgery to be vaccinated at any time whilst vaccinations are available. There is also another Hub in the county (Moulton, Northampton) and patients can elect to be vaccinated either within East Northants or Moulton Hub. The same national system is used, so vaccination details will be added to patient medical records wherever vaccination takes place.
2. Michael: If a patient is needle phobic is provision made at the vaccination clinic? Mandy advised provision is being made – patients just need to make one of the team aware (i.e. reception on checking in or the clinician doing the vaccination). All of our nurses are trained to deal with needle phobic patients and these can either be done in the car, in a separate area to make it more private, or the patient can lie down on a consultation couch.
3. Karen: Will we be receiving less vaccines and have to wait for the rest of the country to catch up since Northants is ahead? Mandy explained this isn't the plan. We are allocated deliveries of vaccines weekly and can also be offered extra supplies where available. East Northants is keen to push through the vaccination programme so we will be adding in extra clinics wherever possible. We can then offer a wider variety of appointment times – during the day as well as evenings and weekends.

### INFECTION CONTROL

Mandy explained the Practice has now had clinical vinyl flooring fitted in the foyer and waiting room areas, as well as 2 consulting rooms and isolation room and plan to have corridors and vaccine clinic exit area completed later this month.

### LIST CLOSURE UPDATE

We are still having a large number of patients asking to register at the practice and now have a list size of over 13,600 patients. We are also finding a large number of patients requesting transfer from other local practices. The group raised their concerns at the pressure on the practice and clinical staff due to the size of the building and resources. Mandy advised she has discussed this with the partners and will chase up the outcome of our request to close the list. The forum are in full support of this.

### DID NOT ATTEND

This remains an ongoing problem, even during the pandemic. Since our previous meeting 22 patients had booked face-to-face appointments and subsequently not attended. These were GP appointments, where the GP had telephone triaged and asked the patient to attend for examination that same day. Patients had also failed to attend appointments with our treatment room nurses for dressings, vaccination, cervical smear and new patient checks.

### COMPLAINTS, COMMENTS & SUGGESTIONS

The practice continues to receive many positive and kind comments, which is encouraging. Complaints are dealt with by Mandy, in accordance with the practice complaints procedure.

Mandy explained she is becoming increasingly concerned about the level of abuse being directed at our reception team. This has been particularly upsetting as we have kept our doors open, seeing patients (albeit in a different way in accordance with strict infection control measures) throughout the pandemic. Staff have worked tirelessly throughout and are now working evenings and weekends to deliver the vaccination programme. The group suggested adding something to facebook to remind patients to be patient and kind to the reception team, who seem to be bearing the brunt of public frustration due to the country remaining in lockdown.

### ANY OTHER BUSINESS

*(Any concerns/complaints or questions regarding treatment and care are added anonymously)*

1. Patient Forum confirmed they are happy to have their names shown on minutes as present and when questions are asked, where minutes are added to the website.
2. Feedback: Patient gave reception a specific number to call for telephone consultation, but GP called on number in records. Mandy will feed back. The reception team will add the number given by the patient to the booking notes, but it appears that the clinician reviewed the medical records prior to telephoning and called the number documented in the medical records. Mandy will remind clinicians to contact patient on number given in booking notes.

3. Dr Biswas holds clinics for facet joint injections, will these be reduced once he becomes Senior Partner? Also, if Dr Biswas were to retire will these still be carried out? Mandy explained clinics will not be reduced. Parklands Surgery has 6 equitable partners. The partner who has worked at the practice the longest automatically becomes senior partner. This does not mean clinics are reduced in any way, it is used more as a point of contact for the practice manager and for signing contracts and documents on behalf of the partnership. Dr Barber used to have a weekly IT / Audit morning and Dr Freeman will now take over this session. It is planned for another GP to train in giving joint injections.
4. Blood tests: It was suggested it would be helpful if the clinician could advise how long before the patient should call in for blood results. Mandy will feed this back. Results are also available to view online via the NHS app and patient access.
5. Feedback for clinicians: 999 ambulance was called for patient for blocked catheter, causing distress to patient ?District Nurse could have done this procedure instead. Mandy will feed this back. Our District Nursing team will only visit patients who are housebound. They have advised this means the patient is unable to leave the house whatsoever, so the ambulance may have been contacted after the practice being advised the District Nursing team could not visit.

#### .FUTURE MEETING DATES - 2021

Wednesday 2<sup>nd</sup> June 7pm

Wednesday 1<sup>st</sup> September 7pm

Wednesday 1<sup>st</sup> December 7pm