

PARKLANDS PATIENT FORUM

MINUTES OF MEETING HELD WEDNESDAY 6th SEPTEMBER 2023

PRESENT: Michael Pipe, Karen, Alison Collier (Chair), Christine Murdin, Peter Wright, Dr Shamim, Mandy Hack

APOLOGIES: Linda Pipworth, Ray Wood, Susan Twitchings, Elaine Yates

Minutes of last meeting

Agreed

Matters arising from the Minutes

None

Staffing

Nurse Chelsea's minor illness and prescribing training is going well. She is attending University one day per week and is now holding minor illness clinics on Tuesdays, working alongside our other two Nurse Practitioners. Patients can be booked with Chelsea for ear, nose and throat symptoms and urinary tract infections.

Nurse Kirsty is on a hospital training placement for 6 weeks. Her degree will be completed in February 2024. She will then be back working in the treatment room.

Dr Barber is on a sabbatical for approximately 3 months.

The practice has struggled recently with clinical staff on sick leave suffering from covid. Due to the number of vulnerable patients attending surgery, staff are still isolating for 5 days before testing again, then 2 negative tests are required before returning to work, up to day 10. Even though other industries are no longer isolating, the practice feels this would be irresponsible and the forum agreed, supporting this decision.

The partners have reviewed the booking system and have been working closely with the rest of the clinical and reception teams. It has been necessary to ask patients the reason for their appointment so that the duty doctor can triage and prioritise.

We have also experienced some lengthy waits to see a GP the same day, due to the high volume of patients requiring urgent on the day appointments. The practice understands this can be frustrating for patients and hopes the inclusion of locum GPs will help to alleviate this. The forum discussed this and also felt patient education would help, such as contacting a pharmacy in the first instance or agreeing to appointments at our PCN hub.

The group asked for further details regarding locum use: Dr Shola Oguocha is working Mondays, Thursdays and Fridays, Dr Alex Lupu on Tuesdays and Wednesdays and Dr Floriana Ellis on Mondays and Fridays. Many compliments have been received from patients who've had appointments with the locum Drs and all agreed they should be of benefit, particularly as winter approaches as a further increase in demand is likely.

Mandy explained Parklands is in the process of becoming a Training Practice. Dr Shamim and Mandy have a formal meeting next week with the deanery approval team. The forum were interested to hear what being a Training Practice would involve. This would include having registrar general practitioners, based at the Practice, being educated by Dr Shamim. These trainees are qualified doctors who wish to train as a general practitioner. Year 1 registrars would work alongside Dr Shamim and would be starting from scratch in general practice, Year 3 would already have spent 2 years in general practice so would be seeing patients. Trainees can treat patients in the same way as the practice's other doctors and they would be able to request bloods and tests, as well as raise referrals. As part of their training, registrars sometimes need to video record their consultations, or be observed by another GP - consent forms are therefore provided to ensure patients agree to this prior to the consultation starting.

Digitalisation of records

The rooms previously holding paper medical records have now been emptied and will be repurposed as admin offices. There will also be room to create a meeting space, where we can hold the forum meetings going forward. The practice also plans to hold coffee mornings, run by our PCN care co-ordinator. The forum advised they would be happy to assist with these, whenever they had some free time.

Vaccination Programmes

The practice is participating in the 2023/24 flu vaccine programme, vaccinating patients 65 years of age and over and those aged 18 to 64 at risk (i.e. with a chronic health condition). As these cohorts require different vaccines, the practice is booking in stages. The flu programme has now been brought forward. Housebound and care home patients will be vaccinated by Jane, our Advanced Nurse Practitioner and completed by 22nd October. Autumn COVID booster vaccinations will be offered at clinics where stock is available. Karen and Christine advised they would be happy to help at any Saturday vaccination clinics.

Shingles vaccines will be offered to patients 65 years of age and over. Patients become eligible once they turn 65, with two doses, given 6 to 12 months apart. The phased rollout means that people turning 65 are eligible, while those already 65 will become eligible when they are 70.

ENPA (East Northants Patient Association)

Elaine couldn't attend the forum meeting but provided an update via email advising the meetings are going well, it is interesting hearing what other practices do and how they run. There was also positive feedback with Parklands having a good reputation in the community.

Telephone System

Mandy advised the practice has applied for funding to upgrade the telephone system. The practice already uses a VOIP (cloud based) system but would like to upgrade to provide a call back facility for patients and a queue waiting system. Due to the increased demand on services, increase in registration on the way to 14,000, the forum agreed this would be beneficial to patients.

Did Not Attend (DNA)

There has definitely been an overall improvement in attendance now the text reminder service is up and running again.

Compliments, comments & complaints

No complaints with common theme have occurred this quarter. Friends & Family testing has shown positive feedback.

Any Other Business

- Karen complimented the reception team and feels they are working well together as a team. She noted them helping a patient out to their car. Mandy explained we have several new receptionists who are undergoing training, so it was pleasing to receive positive feedback.
- Compliments were passed on to Dr Freeman from Michael.
- Future meetings: the group discussed and decided to have all meetings in-house, with a 6pm start.
- Topics for future meetings: the group felt it would be interesting and of benefit to patients to hear how a partner sees the future, how do they see the practice looking in the future, where do they see the practice going in the next 5 - 10 years, what reassurance can be given to patients.
- We now have a Newsletter, which is posted on the website monthly.

2024 meeting dates at 6pm in-house

6th March

5th June

4th September

4th December

Date of next meeting

Wednesday, 6th December 2023 at 6pm, Parklands Surgery