

## PARKLANDS PATIENT FORUM MINUTES

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

7.00 pm via Zoom

### PRESENT

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

### APOLOGIES

Sue Bennett

### WELCOME & APOLOGIES FOR ABSENCE

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

### MATTERS ARISING FROM DECEMBER MINUTES

None.

### STAFFING

1. Two further reception staff have been recruited. Sasha and Craig. Both have worked in General Practice previously and are settling in well into their training programmes.
2. Angie, has become Senior Receptionist. She will manage and train the reception team, together with patient queries and verbal complaints that can be dealt with at the front desk.
3. Some of our admin team have moved into other roles: Fleur, previously a receptionist has moved to the role of Practice Secretary, dealing with home visits and test results. Jo, has moved from the role of Practice Secretary to Senior Secretary and will be working closely with the GPs, reading and coding clinical correspondence from secondary care.
4. We also have two members of the admin team due to retire later this year, so will be continuing to recruit over the next few months.

### COVID VACCINATION

The vaccination programme is going extremely well. Most of the population aged 50 years of age and above, plus those in an at risk group have now received two vaccinations. Patients aged 49 and under are being vaccinated at Harborough Field Hub. Patients aged between 20 and 49 years of age have received first vaccination.

Booster vaccines are a possibility for later this year / early next year and the practice plans to participate in the vaccine programme as required. The group discussed how this will run and whether boosters can be given at the same time as flu vaccines, whether patients will be required to have the same vaccine as previously (Pfizer or AstraZeneca).

Mandy advised no details have been confirmed as yet, there are still a lot of questions to be answered and clinics will be set up accordingly once information is received. The Pfizer vaccine can now be moved to other sites within the Primary Care Network, which means we can vaccinate patients for both vaccines at Parklands Surgery.

Mandy explained vaccine clinics have been running with clinical and admin staff working overtime in the evenings and at weekends, with the addition of volunteers serving as car park marshalls, together with directing patients to vaccine posts and the exit. This has worked really well, but staff are now understandably growing tired, with working extra hours in the evenings and at weekends. The group discussed the way forward and if booster vaccines will carry on indefinitely. With the introduction of new variants, will it be possible for volunteer staff be trained to vaccinate and run clinics? Some members of the group suggested they would be willing to train as vaccinators and this can be discussed at future meetings.

### FLU VACCINES

These have been ordered and are due to arrive in September. With the addition of the clinical flooring in the waiting area, corridors and exit areas, the plan is to run these clinics as a walk through service on Saturdays and evenings.

### NHS APP

<https://www.nhs.uk/nhs-services/online-services/nhs-app/>

Mandy recommended setting up the NHS App. Both covid vaccines can be seen and used as evidence if required for entrance into events and for travelling abroad (the App is being promoted as a Vaccine Travel Passport). A certificate can also be printed from patient online access, however, this isn't something we can print off for patients at the surgery. Patients can also contact 119 who can print a certificate if they have no access to a smartphone or the internet. Karen advised 119 are only able to print the certificate if it is a priority, e.g. if a patient is due to travel.

### MOVING OUT OF LOCKDOWN

Nurses continue to have bookable appointments. Clinical dressings and childhood immunisation clinics continue to run, with a 10 minute slot after each patient has left to fully clean the treatment rooms, in accordance with the practice's strict infection control measures.

The Practice will continue to operate a telephone triage system for GPs and Nurse Practitioners at the moment, in compliance with the General Medical Services contract. This is to limit the number of patients in the waiting room and building at any one time, allowing the clinicians to stagger face to face appointments, where patients are asked to attend for examination. GP telephone appointments are bookable online for routine appointments and emergency "on the day" appointments with the duty doctor, for symptoms such as mental health / suicidal ideation, lumps ?malignancies, falls not requiring x-ray, abscess etc Appointments for minor illness with the Nurse Practitioners can be booked at reception.

Reception and the front door has remained open to patients throughout the pandemic, so no change is required moving out of lockdown.

The clinicians do prefer seeing their patients face to face, but the practice feels it would prudent at this time to continue to limit the number of patients in the waiting room at any one time. A further announcement is expected from the government at the end of June and the Partners will continue to review the situation.

We have had a lot of positive feedback from patients about using a telephone triage system and members of the forum agreed, it was more convenient to have a call back. The practice does understand that some patients do prefer face to face appointments, but feel it is important to continue to protect the community and patient facing staff. Going forward the plan would be to incorporate a mixture of appointments such as telephone, video, online, texting a photograph, as well as face to face. The forum agreed the pandemic has certainly moved the country forward with technology and face to face appointments do now seem somewhat "old fashioned".

#### DNA (did not attend)

21 patients have failed to attend appointments over the past quarter. Interestingly, most of these patients have been those who've had a telephone consultation, the Doctor has recommended attending for examination and they have failed to turn up. The practice does write to patients who fail to attend 3 or more appointments to suggest cancelling any appointments that can't be attended and remind that failure to attend prevents another patient from being seen.

#### 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. Reception Supervisor, Angie, will deal with minor patient complaints at reception / in private discussion room.

As discussed at the forum meeting in March, Mandy added a post to the practice's facebook page asking patients to be kind to the reception team. This has gone some way to decreasing the amount of abuse directed at the staff. There is currently a campaign being run by the Institute of General Practice Management, with a video entitled If I Die It Will Be Your Fault.

<https://www.youtube.com/watch?v=3ru4QhVZ2a8>

DR DUNCAN

Dr Duncan sent a picture of the beautiful magnolia tree the forum kindly bought when she retired. She wanted to thank the group again for their gift and show it was thriving well in her garden.



#### ANY OTHER BUSINESS

1. The forum asked Mandy to pass on their thanks and praise to the team at the practice for their ongoing help and support to the patients and for their efforts during the pandemic.
2. GP attendance at meetings. Mandy will discuss with the Partners and ask if another GP could step in to cover annual leave. The meeting could also be moved to accommodate annual leave, or a different Partner could attend per meeting.
3. Prescriptions: 7 days are required before prescriptions are collected from surgery or pharmacy of choice. This is not a practice protocol, this is set by the Nene Clinical Commissioning Group Prescribing Team and is applied to all practices in the county.
4. Future meetings: Mandy advised the practice was happy to accommodate the group in whichever platform they preferred for holding future meetings. It was discussed and agreed that meetings would continue to be virtual, with an in person meeting once per year, in December.

#### FUTURE MEETING DATES - 2021

**Wednesday 1<sup>st</sup> September 2021, 7pm (via Zoom)**

**Wednesday 1<sup>st</sup> December 2021, 7pm (at Parklands Surgery)**

**Wednesday 2<sup>nd</sup> March 2022, 7pm (via Zoom)**

**Wednesday 8<sup>th</sup> June 2022, 7pm (via Zoom)**

**Wednesday 7<sup>th</sup> September 2022, 7pm (via Zoom)**

**Wednesday 7<sup>th</sup> December 2022, 7pm (at Parklands Surgery)**