

PARKLANDS PATIENT FORUM

MINUTES OF MEETING

Held Wednesday 1st March 2023

PRESENT

Alison Collier (Chair), Elaine Yates, Christine Murdin, Michael Pipe, Peter Wright, Dr Barber & Mandy Hack, Practice Manager (for Parklands Surgery).

APOLOGIES

Linda Pibworth, Karen Martin, Peter Murdin, Raymond Wood.

MINUTES OF LAST MEETING

Agreed

MATTERS ARISING FROM LAST MEETING

PW asked what an abdominal aortic aneurysm (AAA) is and how does this present itself. Dr Barber explained an AAA is a bulge or swelling in the aorta (the main blood vessel that runs from the heart down through the chest and stomach), which can be caused by some clinical conditions as well as poor lifestyle and smoking. If this bursts it can be a life ending event. If found in time, by having an ultrasound scan of the abdomen, the patient can have a mesh stent inserted to reduce the risk of the aneurysm bursting. Initial symptoms can be stomach and low back pain that doesn't settle and/or a pulsing sensation in the stomach.

STAFFING

- Dr Thara Thomas will be leaving the Practice at the end of March.
- Two further administrators have joined the team - Teresa, who joins us with experience in General Practice and Jo, with experience in the private sector. Both will initially be trained on reception, before any further training with our administrative team is given.
- The Practice has recruited a further Practice Nurse, Charlotte, who will join the team in April, working in the treatment rooms.
- Kirsty, Nursing Associate, has commenced her training and placements for her Practice Nurse degree.
- Chelsea, Practice Nurse, has commenced her minor illness and prescribing training. As part of her study, she will be working alongside Karen, Nurse Practitioner, who will be her clinical mentor.
- Dr Shamim is nearing completion of her Educational Supervisor training. The Practice will then apply to become a training practice and host registrar GPs.

VACCINATION CLINICS

- Shingles vaccine: The Practice has been contacting patients who have not taken up the offer of a shingles vaccine after they turn 70 years of age, reminding them they become eligible at 70 years of age, up until their 80th birthday. This is a single one off vaccine, with cover lasting approximately 10 years. The uptake and attendance has since been good at vaccination clinics.

- Flu Clinics: The flu vaccination season will close at the end of March. The Practice has had good uptake of eligible patients wanting a vaccine this season. Saturday, evening and week day clinics have been held.
- Covid vaccination: The Practice completed Autumn Booster vaccinations and will offer Spring boosters once further details of eligible cohorts and vaccination supplies are available.

DIGITALISATION OF RECORDS

All patient paper records have now been taken off site for digitalisation. This has been arranged by NHS England for Practices within our Primary Care Network. Once the paper records have been scanned, practices will only be required to keep and store the Lloyd George envelopes. Having a patient's full medical records available on the computer system will be beneficial for the clinicians when reviewing a medical history. It will also give the Practice more space and the 'record room' can be used as office space or to extend the meeting room.

LPEG

Elaine is going to attend the next Local Patient Engagement Group (LPEG) and will feed back at our next patient forum meeting in June. The group discussed their previous involvement in the group and hoped to hear at the next meeting what the LPEG has achieved over the past 6 months.

FUTURE MEETINGS

MH asked if there was anything in particular the forum would like from the Practice going forward, anything they wished to do, such a patient survey or newsletter. The group discussed and advised they are happy with the current format.

DID NOT ATTEND (DNA)

MH advised there have been 30 patients this quarter that have booked appointments, which have then not been attended. It does seem to be helping with sending patients texts - most reply to the text to apologise for not attending and others call the surgery. From recent audits, those patients previously sent a text have attended or cancelled any subsequent appointments.

COMPLAINTS, COMMENTS, SUGGESTIONS

- The Practice has not had any complaints with a common theme.
- Dr Barber explained that there is still an unprecedented demand on services. This remains particularly difficult for reception staff who are working under extreme pressure and trying to move through calls as quickly as possible. Patients can be difficult as they are unaware of the volume of calls being dealt with. Dr Barber advised, when she is the on-call Doctor, she always has an informal chat with reception at the end of the day. MH agreed it is always beneficial to have a debrief and discuss any difficulties the team have experienced during the day.

ANY OTHER BUSINESS

- The team discussed staff training. A session is held once monthly on a Wednesday afternoon for protected learning time. EY advised she would be happy to come and speak to the administrative team about her work as a volunteer with the elderly if this may help give a greater understanding. EY also explained that she has been to some further meetings with Northamptonshire Carers and the Chancellor is aware of what work needs to be done.
- The group discussed having a representative from Rowland Pharmacy present at the meetings. They felt it was previously beneficial having a member of staff, who was a patient attend. MH will speak to the manager at the pharmacy to see if this can be arranged.
- MP asked if the latest NHS strikes have had any impact on services. MH explained that none of the practice staff have been part of any strikes. It has had some knock on effect when patients have found it difficult to get an ambulance or hospital appointments have been cancelled. Dr Barber added we have seen an increase in oral health problems and associated requests for antibiotics, which is not something that a GP can deal with.
- The demand on services was discussed. MP felt that patients thinking they always need to ring at 8am is an urban myth. MH confirmed the Practice offers as many appointments as is safe for the clinical team to deal with, usually adding extra appointments to the end of clinics. If a patient is booking an on the day appointment, they can ring at 12pm as well as 8am and routine appointments can be booked online, via the NHS App or online access. Dr Barber pointed out that the clinicians work as a team, so if an appointment has been booked with a Nurse Practitioner or Practice Nurse and GP input is needed, the Nurse will ask the GP for advice / to examine the patient, meaning they don't have to come back at a later stage.

DATES OF NEXT MEETINGS

Wednesday 7th June, 7pm at Parklands Surgery

Wednesday 6th September, 7pm via Zoom

Wednesday 6th December, 7pm at Parklands Surgery