

Hadwen Medical Practice
Patient Participation Group Meeting Minutes
14th July 2022

1. **Attendees:** Millie Barns, Cheryl Charsley, Keith Charsley, Andrew Gravells, Ian Robinson, Jo Robyns-Landricome, Terry Mechan

2. **Apologies:** Dr Chris Hewer, Emma Mawby, Susan Donnelly, Sam Dunn

3. Practice Update

- a) Ian attended a Practice Managers Meeting and reported that all practices are in the same situation with regard to staffing levels
- b) The Practice continues to be down staff wise and on GP hours. It has advertised for another salaried doctor but Ian is concerned that some practices may be considering offering a 'Golden Handshake'. Such a practice is fraught with problems.
- c) The Practice has a GP in Essex doing remote consultations. Ian is investigating further on-line consultations using TEAMS where possible.
- d) The Practice is looking at redesigning the routine appointment system. With more information to be requested at the time of the initial request. All calls to be triaged by a GP to decide on the pathway to be adopted and a link to be sent back to the patient by appropriate means. The GP/Practitioner will have further information by this method, which will be phased in over the coming months.
- e) Appointments will be audited over the coming months to see if any other actions need to be taken. All of which is impacted by the size of the 'Worried Well'
- f) COVID booster vaccinations to be carried out at Rosebank Surgery. This will now be for ages 50+ and pre-existing medical conditions.
- g) Flu vaccinations will be carried out in-house as the surgery has the resource. Both could be done together but there is no guarantee that both sets of vaccine will be available together.
- h) Flu vaccines to be given to all patients over 50 and those with long term conditions.
- i) Improved Access and Extended Hours provisions are being merged to create extended access appointments.

18.30 – 20.00 Monday to Friday (appointments at the practice)

8.00 – 12.00 Saturday Morning (appointments at the practice)

13.00 – 17.00 (appointments provided by GDOC service)

4. Update by Chair

- a) Millie gave an update on the Walking Group. There are a number of established walk leaders who are looking for more people to join their walks.
- b) Millie is meeting with social prescribers and a doctor at the end of July, regarding Patient Lifestyle Support, to discuss who to refer. She will report back at the next meeting.
- c) Ian said that the practice now has two social prescribers and that he anticipated more coming.
- d) KiActive Project. Millie had obtained feedback from a person who had taken part in the trial. The feedback was not good, with the tracker not recording a variety of activities and the patient not getting any positive feedback.

5. AOB

- a) Role of Named Doctors. Terry asked what the role of the Named Doctor for a patient was. He felt that the named doctor should be more pro-active as patients are not always aware of things such as patient hubs. The term 'Named Doctor' is only a label in that all patients have to be allocated to a named doctors list. The doctor may not be who the patient sees. Andrew asked what if anything had happened

to the Choose and Book system, to which Ian replied that if an alternative location for surgery with a shorter waiting list was available, then the patient would be informed.

b) Shingle Vaccinations. Following highlighting of Shingles vaccinations for the 70+ cohort in the media and on television in particular. Cheryl asked were patients automatically sent for once they reached their 70th birthday? Jo replied that she would check up on the practice policy.

c) COVID boosters. Following on from the previous question, Andrew asked what the procedure was for second COVID boosters. To which Ian replied that patients aged 75+ or with serious health conditions should have been contacted for their second booster and that the next cohort would now be 50 and above (as in his update).

The practice was asked how much they get paid for vaccinations, Ian confirmed this was £10.06 per patient for both flu and covid vaccinations.

d) Flamingo Test. Given the recent reports in the news on the Flamingo Test, the practice was asked if they had had an influx of worried patients who could not do it. The practice that they had not had any influx as a result of these reports.

e) Patient Feedback. Millie asked if there is any way that patients to give feedback after an appointment. Ian replied that this can currently be done on line but he will look into texting people to obtain their feedback. Cheryl asked whether we were due to do another survey? Covid would not make this possible at the moment.

Date of next meeting Thur 29th Sept @ 18.30 hrs.