OAKWOOD MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 2nd September 2021 via Zoom**

Present:

Frances Halliday, Elena Dellafiora, Stephanie Jacobs, Thomas Devine, Babu Shah, Rohinton Khajotia, Dr Lynn Jones, Stacy Holding, Maria Mitchell

Apologies:

Marilyn Brewster

1. **Staffing –** Dr Singhal joined the practice in mid-July as a part time salaried for 6 sessions per week, replacing Dr Selvarajah. Dr Phillips joined the practice on 1 September for 4 sessions per week as maternity cover for Dr Gooneratne. Leyla and Gina had joined the reception team in the last 3 months.
2. **Change to extended hours –** Dr Aksogut, who had been providing extended hours cover on Saturday mornings, went on sick leave, and then resigned with effect from 31 August. No replacement has yet been found. Dr Jones (Tuesday and Wednesday 6.30pm-7pm), Dr Dogan and Shurti (Thursday 6.30pm – 8pm) are offering the same number of extra appointments as were previously available on Saturday but over three nights.
3. **Flu clinics –** will commence outside under shelter on 18 September for over 65s, followed on 25September for under 65s at risk. Patients should phone to make an appointment. Parkview Pharmacy will start their flu vaccination programme on 13 September. There’s no update yet on when Covid booster vaccines will be available.
4. **PATCHS –** The e-consult software that central government had mandated had not worked very well. The replacement system, Patchs, is much better and liked by users. The link is on the website to set up the account. The target is to respond by the end of the next working day.
5. **Intercom-** FH felt that patient confidentiality was being compromised by having to use the intercom in full hearing of other patients. SH has advised the reception to ask the patient’s name only and to bring the patient into the lobby to discuss further details.
6. **Access to services -**SJ commented that she has been having difficulty getting through on the phone after 10am. SH advised that of the 4 lines usually available for patient access for incoming calls, due to the increased number of outgoing calls being made for consultations etc, this is having an impact on available lines. Clinicians are being encouraged to use their personal mobiles when possible to speak to patients.

1. **Blood tests**- are now being carried out at the surgery on Fridays, by appointment, for patients with some long term conditions. Diabetes, PreDiabetes, Atrial fibrillation, Hypertension and Severely mentally ill.
2. **Reverting to pre-pandemic service –** Dr Jones explained that Infection Prevention Control Guidance for Healthcare Settings had not yet been lifted for general practice. This means that social distancing and full PPE must be worn for each appointment, thus limiting the number of in person appointments available each day. Nurses are seeing 90% of patients in person, but some clinics are being conducted online such as asthma, contraception and COPD. Doctors are making initial contact by phone but only seeing patients face to face as necessary – there are currently up to 4 in person appointments per doctor per day. Questions were asked about the waiting arrangements. Dr Jones explained that the door had to be locked to restrict the number of people entering the surgery. Could the external waiting area be protected from the elements and heated? At present there is only 1 chair in the waiting area, but this is under review to see if up to 6 patients can be safely accommodated. Patients can still enter the waiting area to take blood pressure and weight readings if requested by a clinician. Some practices have a one-way system but that only works where there is more than one door. Dr Jones stated that it is more important to keep the surgery open in a restricted way rather than risk closure due to unlimited footfall and potential Covid transmission.
3. **Primary Care Network –** SH advised that she would circulate the invitation to the PCN meeting to be held on 15 September at 12pm. Several members volunteered to represent the practice. SH advised that she attends regular meetings with other practice managers to share strategies and best practice.
4. **Covid booster vaccines –** there was no information available concerning which vaccines would be administered.
5. **Referrals to secondary care –** Dr Jones advised that patients continue to be referred to hospital but that the waiting times for routine cases are now extremely long.

Nest meeting: Thursday 2 December 2021 at 9.30am.