

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON
MONDAY 22nd JANUARY 2024

Attendees:

Dr S Tahseen	GP		
Muhammed Waqar	Practice Manager		
Anne Fox	Patient		
Martha Haruna	Patient		
Susan Osbourne	Patient		
		Janet Goodchild	Notetaker

Apologies:

Clare Bowling sent her apologies prior to the meeting. Belated apologies were received from Jan Bird who was experiencing computer issues and unable to log in to the meeting.

Minutes:

The minutes of the last meeting, held via zoom on 9th October 2023 were approved as a true record.

Matters Arising: There were no matters arising.

Practice Report:

Dr Tahseen thanked everyone for attending and then asked Muhammed to give the practice report.

He was pleased to share the news that the Practice has been joined by 2 PCN (Primary Care Network) Physios who are both working full days on Thursdays and Fridays each week. They started by using acute patients and due to the progress made new appointments are now open for pre-booking. They are an important resource for the Practice to utilise dealing with muscle strains and other related tissue injuries.

The PCN Pharmacist and a technician are also helping greatly with managing Medication Reviews and with Reception.

One of the GP Registrars has finished their six month current rotation. We have one working full time which equates to 4 full days per week and one of the part-timers will soon become full time as well. The Physician Associate has settled in well and is working 4 days per week, all of which benefits increases the number of patient appointments.

The PCN Diabetes Specialist Nurse is another valuable resource to us, as are the Social Prescribers and Health and Well Being Coaches who work on a one-to-one basis with patients helping them to improve their lifestyle choices especially in the areas of healthy exercise and diabetes prevention.

We also have mental health workers for both adults and children available through the surgery.

The good news continues in that we are now working with an online triage platform, which is accessible the Practice website under the tab "CONTACT US ONLINE". Initially it will be available from 6am – 10am weekday mornings but this may change depending on demand. It is anticipated that this will greatly benefit those patients who find it difficult to call for appointments at 8am. It can be used

for both medical and administrative queries. Out of the hours stated it advises patients with urgent medical queries to contact 111 if unable to speak to the surgery direct.

Dr Tahseen stated that despite a successful start to the flu vaccination programme, the overall uptake is of concern and to the effect it could have on the health of the general public. The clinicians are using every opportunity to vaccinate patients particularly those over 65 and those vulnerable patients in the 18-65 age group. The current target is for another 350 patients before the end of March but there seems to be a real resistance within the population this year. Some patients are getting annoyed as they keep getting reminders from the surgery and those who specifically refuse will be taken off the contact lists.

Anne said that she was aware of a patient who had a "bad" reaction last year and as it was done separately to the covid vaccination so refused to have the flu one done this year. Anne had tried to point out that it might be easier to plan things around a couple of days of perhaps feeling off colour rather than to suffer from the actual flu, but sadly it fell on deaf ears.

Dr Tahseen said that not only were the Doctors concerned about patients getting the flu but also the sometimes sever complications that can arise from it and asked everyone to do their best to promote the service.

Patient Input:

Anne asked again when the provision of being able to make pre-booked GP appointments for non-urgent issues would be made available. Muhammed said that they hoped that the new online triage system would have a beneficial impact and if so that this could be re-instated soon.

Martha asked if patients had to see or speak to a GP before booking an appointment direct with the Physiotherapists, she was advised that they could be booked direct but if unsure then a patient may need to speak to a clinician first and that reception should be able to help advise.

Sue asked about the procedure for getting results following a hospital procedure as the telephone numbers given by the hospital seemed to go unanswered and reception at the surgery were only able to say that for the particular patient concerned nothing was showing on ICE, which is an Integrated Pathology System that can be accessed by both hospital and GP. She was advised that generally the GP surgery only gets a copy of the results letter that is sent directly to the patient, and this can be several weeks after the event. Sue was advised that the patient should make contact with the hospital via PALS which is the Patient Liaison Service. N.B. The contact number is 01582 497990 and the email address is: pals@ldh.nhs.uk

Any Other Business:

Martha said that sometimes work constraints make it difficult for her to join meetings at 5.30pm but she endeavours to attend each time.

Date of Next Meeting:

Monday 22nd April 2024 @ 5.30pm for the next virtual gathering via the same zoom link.

Dr Tahseen and Muhammed thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6.00pm.