

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON
MONDAY 16th JANUARY 2023

Attendees:

Dr S Tahseen	GP		
Muhammed	Practice Manager		
Anne Fox	Patient	Clive Roberts	Patient
Sue Osborne	Patient		
		Janet Goodchild	Notetaker

Apologies: Clare Bowling sent her apologies and Martha Haruna advised that she hoped to be able to join during the meeting.

Dr Tahseen introduced Muhammed as the new Practice Manager, he joined the practice on 19th December and was settling into his role very well. He has previously worked as a PCN Manager so has good local contacts and knowledge.

Minutes:

The minutes of the last meeting, held via zoom on 17th October 2022 were approved as a true record.

Matters Arising: There were no matters arising.

Practice Report:

Dr Tahseen gave the practice report saying:-

Aneesa Farooq, Assistant Practice Manager, had been safely delivered of a baby boy last week.

In order to improve the service that the practice provides they are actively recruiting for another receptionist.

An additional Physician Associate will be starting in February and will be working 5 days a week. Our current PA is increasing their clinic days from 2 days to 4 days per week. Also, the Registrar GP will be increasing their clinics from 2 days to 5 days per week in February. These changes along with the Extended Hours appointments which are now available for pre-booking will greatly increase capacity for our patients.

There have been incidents when the phones have gone off without warning and caused major disruptions which are causing us serious concerns. Muhammed is looking into this as a matter of urgency and may necessitate a change a supplier and / or equipment.

Messages are still being sent out regarding Flu vaccinations as the number of people falling seriously ill is unfortunately increasing. Everyone eligible should be encouraged to get theirs as soon as possible. It is not possible to go through and pick out those who have already received their vaccination so blanket messages get sent out which can be annoying to some patients.

Messages are also being sent out for Blood Pressure checks and Diabetic Reviews along with Respiratory reviews which are now due. Some of the appointments could be face to face at the Respiratory Hub at Gardenia Avenue.

Patient Input:

Anne asked if patients would be given the opportunity to book more non-urgent appointments in advance. Dr Tahseen replied that the GP's are looking into this and working in conjunction with NHS England to increase availability. The Extended Access appointments are normally all face to face and are available from 6.30pm – 9pm each evening and from 9am – 4pm on Saturdays, these are mainly based at Medici in the town centre but also at Gardenia Avenue. Most of these are pre-bookable up to a week in advance but if still available may be booked on the day.

Sue expressed concern that who really need to be seen are not even trying to make appointments because of the difficulties that they feel they will have in contacting the surgery. She also felt that this group of people would also be unlikely to use any online facilities. Dr Tahseen reiterated that patients are seen face to face when deemed to be clinically necessary and that everyone should be encouraged to telephone the surgery when in need but thanked Sue for flagging this issue. There is still a requirement to protect both patients and staff from unnecessary contact.

Ear Syringing is available both at the surgery and through the Extended Hours.

Patients reported prescription problems with Krish Chemist and them wanting to send patients back to the surgery with any queries instead of phoning, not only do patients not know what would be acceptable alternatives, or what the pharmacy has available, they are unable to clarify dosages and walking back over to the surgery could mean that they get a £60 parking fine.

The choice of pharmacy is the patients,' but shortages are causing real problems, the surgery issues prescriptions to whichever pharmacy is chosen by the patient. Dr Tahseen said that she tries to check on each occasion which is the most suitable – for example patients needing antibiotics or other immediate medication probably will not want items like this going to a postal prescription service! Lloyds is changing hands so hopefully the service there will improve. It should be noted that Ashcroft Pharmacy is closed on Saturdays.

Clive Roberts joined the meeting at 6pm.

He had a query as to why blood test results would not be emailed back to the patient but had to be collected. Dr Tahseen advised that this is a confidentiality issue and a mechanism for ensuring that the results only go to the actual patient. It should be noted that test results are available to patients through their System One login. Clive also had some good feedback to pass on over the service received by a patient from the Physician Associate for both her thoroughness and competency.

Any Other Business:

It has been highlighted in the press that some surgeries are reducing their opening hours, thankfully Dr Tahseen reported that this is not on the horizon for Stopsley.

Date of Next Meeting:

Monday 3rd April 2023 @ 5.30pm for the next virtual gathering.

Dr Tahseen thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6.10pm.