

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON
MONDAY 3rd APRIL 2023

Attendees:

Dr S Tahseen	GP	Clare Bowling	Patient
Muhammed Waqar	Practice Manager	Jan Bird	Patient
Anne Fox	Patient	Clive Roberts	Patient
Sue Osborne	Patient		
		Janet Goodchild	Notetaker

Apologies: No apologies were received prior to the meeting.

Minutes:

The minutes of the last meeting, held via zoom on 16th January 2023 were approved as a true record.

Matters Arising: There were no matters arising.

Practice Report:

Dr Tahseen thanked everyone for attending and gave the practice report saying:-

Two new receptionists have been recruited and are currently undergoing training. Dr Khan, a retired GP who previously practised in Hemel Hempstead has joined the team for one day each week. Muhammed has settled into his role and has been a boost to the smooth running of the practice.

There is evidence of an increased number of cases of flu in the area so text messages have been sent to patients encouraging them to have the flu vaccination. It is hoped that there will be a better take up this Autumn as flu itself can be very bad and can have serious consequences

The telephone system, which is internet based has been sorted out and there have been no reports of anyone experiencing any problems recently.

Any failings in the NHS App which is controlled by NHS England and would not be down to any communication problems at individual surgeries.

Patient Input:

Clare asked about how results are conveyed to patients, concerned that reception staff are calling after 4pm when the chances of getting an immediate appointment to discuss any issues / queries is quite remote. Dr Tahseen said that the volume of calls received during the day usually precludes staff being able to call earlier in the day. Reception staff are not qualified to give advice and patients are advised to book a phone call to discuss any problems, however she did say that if the matter was really serious then it would likely be a GP or Clinician who would make the call.

Dr Tahseen said that if samples are not labelled correctly the hospital will reject them and in that case tests will need to be repeated. It is also possible to see results both on the NHS App and by logging into the systmone account online which could help with understanding. Muhammed said

that anyone experiencing access issues should email into the surgery so that he can look into individual cases.

Clive reiterated that patients should only log in to accounts securely and should not store passwords on any device that is not personal to you.

He then asked if Covid vaccinations were available through the surgery, Dr Tahseen advised no and that they are being delivered via pharmacies it is being managed by calling 119 and only in accordance with the government regime. She was not aware if there would be a booster programme again this Autumn.

Clare asked about the availability of afternoon emergency appointments that were bookable from 2pm each day, she was aware of a case where the call was made at 2pm and was told that there were no appointments and to call 111 for advice.

Dr Tahseen replied that there is very limited availability for afternoon appointments, and although sometimes there are still appointments in the Extended Hours Service that can be booked by reception, if there are serious concerns than 111 is the best alternative option that is currently available.

Muhammed said that it is difficult to balance requests for more same day appointments in the morning with the number of "No Show" pre-booked appointments. It should be noted that Mondays and Tuesdays are the busiest each week. There are currently no pre-bookable appointments with GP's for Medication Reviews. NHS England are currently pushing for more same day appointments.

Dr Tahseen said that they have huge concern about the increased number of No Shows, only last week there were 6 patients who failed to turn up for 15 minute appointments with the Nurse plus a further 3 patients who cancelled on the same day. This is a real waste of time, money and resources as these appointments could have been utilised by other patients. Text reminders were sent out.

Everyone felt that it was disgusting that so many people had missed, forgotten or ignored their appointments. Muhammed reported that there had been 110 missed slots in February and 150 in March.

Clive stated what everyone thought about how, it is unbelievable that after covid, people are abusing the GP service and not taking responsibility for their own health. He said it should be possible to run a macro to find out if they are repeat offenders and to talk to them individually which might help to see if there is a way of stopping this from happening so much in the future.

It was pointed out that GP's cannot refuse to see patients even if they are serial offenders and nor can they charge like a dentist. Even the hospital who send out letters and texts that you have to reply to still get people who miss their appointments.

Janet said that perhaps a slightly smaller window for telephone call backs could be offered, instead of saying it can be anytime today perhaps a two hour probable time slot would enable more patients to be available when the clinician calls. Everyone realised that it is no good giving a specific time as the situation for the GP can change without notice, perhaps an emergency or a phone call that needs to take priority or a earlier patient needed more time and attention than expected. It was thought helpful if patients could advise reception to add a note if they could not take a call at a particular time e.g. during the school run.

Clare asked if asthma reviews were due, Dr Tahseen said that clinics would be arranged and texts sent out shortly. Also eligible patients will be advised when pneumonia vaccinations are due along

with the shingles vaccine. She said that both pneumonia and shingles are “one off” and usually for 65+ unless for pneumonia there are specific underlying conditions or a consultant request.

Jan asked if there is a charge for the Ear Syringing that is available both at the surgery, Dr Tahseen confirmed that there is no charge.

Date of Next Meeting:

Monday 10th July 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.