

PARKLANDS PATIENT FORUM MINUTES

WEDNESDAY 1st September 2021

7.00 pm via Zoom

PRESENT

Karen Martin, Linda Pibworth, Sue Bennett, Elaine Yates, Dr Barber (GP), Mandy Hack (Practice Manager)

APOLOGIES

Alison Collier, Michael Pipe, Christine & Peter Murdin

WELCOME & APOLOGIES FOR ABSENCE

Mandy opened the meeting and welcomed the group to the virtual meeting.

MATTERS ARISING FROM DECEMBER MINUTES

None.

STAFFING

- A further receptionist has been recruited. Becca has been undergoing training for the past month and is enjoying her challenging new role.
- We are advertising for a further receptionist, due to the volume of calls to the surgery.
- We have a further Nurse Practitioner, Valentin, joining us in September. He will be working alongside our two in-house Nurse Practitioners, Karen and Beccy, holding minor illness clinics and will also assist Jane, our Community Advanced Nurse Practitioner working out in the community.
- Dr Negi will be leaving the practice at the end of September. We have advertised for a further GP, but in the meantime Locum GP, Dr Oguocha, will join us from 4th October.

COVID VACCINATION

The primary course vaccination programme is almost complete. Patients in East Northants aged 18 years of age and over have now received two vaccinations. Harborough Field Hub is currently vaccinating those aged 12 to 15 years with impaired immunity / chronic disease or living in a household with adults with impaired immunity.

We still await information as to when and if COVID boosters will be given, if they will be given by general practice and if they can be given alongside the flu vaccination. We have therefore made the decision to add flu clinics for patient booking.

FLU VACCINES

Vaccines arrive mid-September and we have added two main Saturday clinics for booking. A walk-through system will be in operation:

Saturday 25th September for patients 65 and over

Saturday 16th October for patients 50-64 years of age

We also have other clinics available on weekdays.

Patients have been encouraged to book their appointments via the NHS App and online access. Texts were sent out at weekends in an attempt to reduce the number of telephone calls to the surgery. However, approximately 70% of patients, still contacted the surgery for their appointments to be manually booked.

APPOINTMENTS

We are now offering more face-to-face appointments. NHS guidelines still advise patients wear face masks and to keep strict infection control measures in place. Clinics are therefore rotated to reduce the number of patients in the waiting room (i.e. a telephone consultation, then a face-to-face appointment with GPs), telephone triage for Nurse Practitioners remains and all appointments with our Treatment Room Nurses are face-to-face.

Appointments up to mid-October can now be booked online, by telephone or in person.

Dr Barber explained the working day from a GP perspective, how difficult it has been to juggle telephone and face-to-face appointments, alongside setting up new computer systems, and providing covid vaccination clinics, with most of our GPs working evenings and weekends to keep on top of paperwork/admin. We are also not experiencing the usual "summer lull" with demand on our services being at an all time high.

Frustratingly, GPs are finding many patients who request an urgent "on the day" telephone call, are declining to present for examination, advising they are too busy or even away on holiday!

DNA (did not attend)

22 patients failed to attend on the day face-to-face appointments in the past quarter.

COMPLAINTS, COMMENTS & SUGGESTIONS

The practice continues to receive many positive and kind comments, which is encouraging. Complaints have mainly involved difficulty getting through on the telephone. The practice is receiving thousands of telephone calls per day. This extra pressure is being caused by the volume of patients calling with COVID related queries, to book a flu vaccination, or to discuss things they have seen in the media.

Mandy has been in discussion with the telephone providers to put in place a queuing system to advise patients where they are in the queue and comfort messages to advise their call will be answered as soon as possible.

Karen had been contacted by a couple of patients who felt the GP they had seen had been less than empathetic about their symptoms of menopause. Advising menopause doesn't start until 51 so it can't be that. Dr Barber explained that, working with Target Ovacome (the ovarian cancer trust) she provides training around the country to GPs regarding the menopause and gynaecological symptoms. NHS workshops and training rarely include menopause topics, so it would be an area the practice can learn from. Mandy advised she had added this to the agenda for the next MDT meeting for the clinical team to discuss. Complaints also need to be discussed at GPs' appraisals, which does encourage learning about a particular illness or symptom.

Elaine had also experienced some difficulty at reception – she called and got cut off. Usually reception call back, but had not on one occasion. Mandy will feed back to Reception Supervisor.

HOMELESS SHELTER

Dr Barber provided an interesting insight into her charitable work with the homeless shelters in Rushden and Corby. The Rushden organisation is being rebranded and is now based in Church Street, with the night shelter in Duck Street. A food bank is now in operation and food donations are always gratefully received, as well as volunteers to help with the food-bank or overnight in the shelter.

ANY OTHER BUSINESS

NATIONAL DATA OPT OUT

Mandy reminded the group that the NHS Digital National Data Extraction will happen on 30th September 2021. This has been postponed from July as there were initially concerns from general practice countrywide as to what data would be extracted. Parklands has worked alongside their Data Protection Officer, I.G. Healthcare and received training as to how this will work.

- All data will be extracted anonymously (no name, address will be extracted).
- Information will be used for research purposes only to improve health and care.
- There are lots of protections in place to ensure data is used securely and safely.
- Health and care data helps the NHS respond to emergencies (such as pandemics)
- Data will not be sold
- Data will not be shared with marketing and insurance companies (contrary to media reports)
- Patients can opt out at any time, there is no deadline

Patients wishing to opt out can do so in two ways.

1. Type 1 Data Opt Out – this is by completing and returning an opt out form to the surgery and opts out of information being extracted from the computer system general practice holds for each patient.
2. Type 2 Data Opt Out – this is information NHS digital already holds for patients and needs to be opted out of online <https://digital.nhs.uk/services/national-data-opt-out/mythbusting-social-media-posts> the practice cannot do this for patients, everyone needs to do this online for themselves.

FUTURE MEETING DATES - 2021

Wednesday 1st December 2021, 7pm (at Parklands Surgery)

Wednesday 2nd March 2022, 7pm (via Zoom)

Wednesday 8th June 2022, 7pm (via Zoom)

Wednesday 7th September 2022, 7pm (via Zoom)

Wednesday 7th December 2022, 7pm (at Parklands Surgery)