

MINUTES OF PARKLANDS PATIENT FORUM

VIRTUAL MEETING

16th September 2020 7:00pm

WELCOME & APOLOGIES FOR ABSENCE

Chair, Alison, welcomed the members to another virtual meeting.

MINUTES OF PREVIOUS MEETING

Agreed.

MATTERS ARISING FROM PREVIOUS MINUTES

None.

STAFFING

The Practice has recruited a further receptionist, who joined the team earlier this month. Training is going well and she is enjoying her role.

Two nurses are due to join the Practice this year: Edyta, an experienced treatment room nurse, who is also trained in contraceptive implants will join the Practice in October and Laura, a further experienced treatment room nurse, also trained in chronic disease management, will join the team in December. Sadly nurse Mim will be leaving us to semi-retire in October and nurse Sue will be retiring in December.

Kirsty, our Health Care Assistant, is currently training as a Nursing Associate. This means she is away from the Practice on placement in the community and hospital. Luckily, our bank nurse, Carole, has been covering sessions at the Practice, so there has been no disruption of services / appointments.

We will be providing training to a student nurse throughout October and November. The student will work alongside our treatment room nurses.

FLU CLINICS

It's been necessary to run flu clinics in a different way this year due to the COVID-19 pandemic. We had a very successful weekend outdoor walk-through clinic this month for our patients aged 65 years of age and over. We received lots of compliments for the way the clinic was run and 100% of patients surveyed felt safe and agreed appropriate measures / PPE were in place.

We have a further clinic on Saturday 17th October for our patients aged 18-64 at risk / with chronic disease. The plan is for this to be a walk through clinic in the surgery, with a separate entrance and exit.

We are also offering weekday clinics in a separate area of the practice. The layout of the building isn't ideal, but after risk assessing various options we are vaccinating patients via a side door entrance. Again, we have received very positive feedback and 100% of patients surveyed said they felt safe and the clinic was run in a way appropriate to the current pandemic.

Government guidelines suggest this year all patients aged 50 years and over will be offered a flu vaccine. Those in the 50-64 year old age group, who do not have any underlying chronic disease, will be vaccinated later in the season (November / December).

Members of the group offered their assistance, should this be needed, at any of the flu clinics. Mandy will contact if necessary.

PATIENT SURVEY

Surveys are being run at flu clinics, asking patients if they feel these are being run appropriately given the current situation. It has been encouraging that so far 100% of patients surveyed have felt safe and felt the clinics are being run appropriately, with adequate PPE and distancing measures in place. The Practice has received many positive and kind comments, which has been reassuring.

DNA

There have been 35 telephone appointments booked over the past two months, where the patient has not answered the telephone when the Doctor or Nurse has called them. Practice policy is that the clinician will call the patient twice and if there is no response a voice mail will be left, or text sent advising the patient should call back to book a further appointment should medical assistance still be required.

APPOINTMENTS

The group discussed media reports around GP Surgeries having their doors shut and not seeing patients. The forum thanked the Practice for staying open during the pandemic. Mandy explained we have been offering face to face appointments throughout, as necessary and our treatment room nurses are now back to full capacity. Appointments are spaced at 20 minute intervals to give our nurses time to fully clean their rooms between patients in accordance with our infection control policy.

Our Doctors and Nurse Practitioners are offering telephone appointments in the first instance. If the patient requires examination, they are given a time to come in to Surgery. We are also offering video consultations, a texting facility to send photographs and online consultations.

Dr Thomas is now offering coil and contraception implants as services return to normal after lockdown.

ANY OTHER BUSINESS

Mandy explained the list has now grown to around 13,500 patients. Patients from other local practices are requesting registration and the Practice is concerned that we will not be able to provide a safe and adequate service, should the list increase further. Clinicians have noticed a sharp increase in the number of patient appointments. Mandy has discussed this with local Practice Managers, who are working together during this difficult time. In order to support each other, local Practices have suggested that it would be appropriate to just take on patients moving into catchment areas with no registered GPs, rather than patients moving from practice to practice. Mandy has discussed this with the Partners who have suggested Parklands Surgery apply to NHS England to close the Practice List for up to one year. The forum were in support of this and advised it was taking longer to get through on the telephone due to the volume of calls and appointment booking is further in advance. Mandy will apply to close the list and update at the next meeting.

DATE OF NEXT MEETING

9th December 2020