

PARKLANDS PATIENT FORUM

MINUTES OF MEETING

WEDNESDAY 6th DECEMBER 2023

Present: Alison Collier, Susan Twitchings, Ray Wood, Michael Pipe, Karen Martin, Dr Shad & Mandy Hack representing Parklands Surgery.

Apologies: Linda Pibworth, Christine Murdin, Elaine Yates, Peter Wright.

Minutes of last meeting

Agreed.

Matters arising from the Minutes

None.

Staffing

Mandy explained there have been some changes at the Practice. We have 5 new receptionists, who are settling in extremely well and there have been many compliments from patients about how friendly and helpful they are, which is positive.

We have a new addition to the nursing team. Health Care Practitioner, JJ, joins us from the ambulance service. He will be holding clinics in the treatment room, as well as assisting the duty doctor with any emergency walk-ins due to his experience of working with the ambulance service/paramedics.

Sophie-Ella, joins us as a further Nurse Practitioner. She will be working alongside Jane in the community visiting our elderly and end of life patients, as well as holding in-house sessions alongside our other Nurse Practitioners on Wednesdays.

Chelsea is doing well in her Nurse Practitioner training. She is holding minor illness sessions through the week as well as continuing to attend University to complete her qualification.

Prescriptions

The practice has extended the administrative prescribing team. Becca and Kerry will take the lead on this, with Becca actioning repeat requests and Kerry dealing with medication requests from discharge notes, consultant clinic letters and adding new patient medication to the medical records ready for the GPs to check and sign off.

The group discussed the prescription process. Patients submit a request, this is then raised by the prescribing team and forwarded to the GP electronically for checking and signing. The group felt that patient education and responsibility for their own health play a large part in the smooth running of the prescription process. Dr Shad advised, last minute requests can be a problem for the GP, waiting until a medication has run out before requesting can be very disruptive, particularly as there are currently multiple supply shortages. This is why the practice asks for prescriptions to be submitted 5 working days before running out. The practice has never accepted prescription requests over the telephone and this does minimise the risk of error.

The group feel that requesting prescriptions online via online access or the NHS App is a very simple process, but the system is prone to changes and there is currently no facility to add a message.

Future proofing the practice

Michael asked Dr Shad where he saw the practice in 5 and 10 years' time and what plans the practice has for future proofing. Dr Shad explained it is something the partners and practice manager discuss often, with the impetus on maintaining a level of service.

Dr Shad explained since coming out of the pandemic there has been a significant increase in demand and pressure on services. The practice has applied to close the list of patients to retain a consistent level of service, this was fully supported by the patient forum, but has been denied.

The constant demand on services has had an impact on clinical staff and unfortunately 3 GP's have left the practice. Recruitment has also proved difficult. Over the next 3 to 5 years we will potentially have two further doctors retire - Dr Biswas and Dr Freeman. We have been using the services of locums to try and offer a continued level of service.

The practice is in the process of becoming a training practice. This will provide registrars with experience and skills to work in general practice and we hope we will be able to retain/recruit some registrars at the end of their training.

Vaccinations

The practice has completed the covid booster programme for those patients that wished to have this. Ray advised that the Government Department of Health is still sending out letters of invite to patients, even where patients have declined or had the vaccine.

The latest shingles programme has been very successful and the flu vaccine programme is complete, with all consenting patients in care homes, housebound, 65 years of age and over and those at risk vaccinated.

Mandy explained there has been some discussion around a Spring covid booster, but this has not been confirmed as yet. Dr Shad advised the practice had discussed whether to participate in offering this vaccine going forward, but it would mean patients going to an alternative practice if not. The practice also feels it should be down to personal choice whether a patient decides to have the vaccination.

Telephone system update

The practice has been awarded funding to upgrade the telephone system. Some features of the new system will include informing patients what number they are in the queue and a call back facility. Mandy advised the new system should be introduced in the Spring of 2024.

Extended Access: Primary Care Network Hub clinics

The practice continues to offer patients appointments at Harborough Field Surgery Primary Care Network Hub for appointments in the evenings, 6.30pm to 8pm and Saturdays. However, patients can become quite insistent with reception staff that they wish to be seen by their own GP at Parklands Surgery.

Some members of the forum said they have been happy to attend the Hub, especially on a Saturday when they are working during the week.

Dr Shad explained that once the doctors at the practice have finished their booked clinics, they see “extra” patients, if a patient advises they feel their medical condition is in need of being treated that day and cannot wait until the following day. Patients attending the Hub when offered it would reduce those appointments, thus reducing the extra pressure on GPs.

The forum felt that not all patients would be aware of what the extended hours Hub is and perhaps this could be publicised more. Mandy explained this is something the Primary Care Network Care Co-ordinators are working on.

Local Patient Engagement Group (LPEG)

Elaine has been attending the LPEG meetings and feeding back to the group. It was felt that this group has become more proactive within the community and feedback has been positive, with the LPEG bringing together members of the public, carers and representatives from voluntary organisations, as well as local Healthwatch groups to involve patients in the design and commissioning of local health services.

DNA: Patients who did not attend

Mandy advised this was now much better, especially since the national introduction of a number of appointments not being booked further ahead than 2 weeks. Contacting patients who do not attend has also proved to be of benefit. 66 patients did not attend in the last quarter and that also includes patients not attending flu and covid booster clinics.

Compliments, comments & complaints

There have been no complaints with a common theme.

The practice continues to get positive feedback and compliments, having received many kind gifts of chocolates and biscuits for the staff to share over the Christmas period.

Any other business

- Coffee mornings: Mandy advised the practice would be starting to offering some coffee mornings, run by our Care Co-ordinator, for patients to come along and meet other patients in a similar situation or with a similar health condition. The group discussed ideas for how this could work and what this would involve. The most popular suggestions were groups for carers, bereavement groups and specific medical conditions. The group felt this could be advertised by sending a text to patients, emails, details with the bereavement pack sent out to family members after a death, on the practice website, facebook and the waiting room TV screen.
- NHS App: the group felt it would be beneficial to highlight this to patients. Mandy felt this could also work in conjunction with the coffee mornings, with our Care Co-ordinator offering some training sessions for patients. The group felt this would be particularly beneficial for the elderly population.

DATE OF NEXT MEETING:

Wednesday 6th March, 6pm at Parklands Surgery