

Notes of pre-Christmas PPG update meeting – 15th December 2021

- Attendees** Ian Gutteridge, Stella Gutteridge, Theresa Banks, Julia Bateson, Carol Ludlam, Paula Bell, Margaret Worledge, Ann Lemmon, Kathy Foley, Chris Acton
- Apologies** Penny Hipkin, Malcolm Powell, Richard English, Rachael Seakins, Pat Simpson, Karen Goult.
- Welcome** IG welcomed all attendees to the pre-Christmas meeting and also extended a welcome to Kathy representing the practice and Chris from The Primary Care Partnership.
- There is no formal agenda, but IG asked Chris to update the group on the new build project as planning consent has now been obtained.
- New Build** Chris said that he and KF would provide the update and highlighted the following points: -
- Planning consent has been obtained
 - The necessary site investigations have been completed
 - There is an issue on budget in the light of materials and labour cost increases. It is hoped, however that these will not seriously impact the project.
 - There are some drainage issues that are being investigated
 - The environmental impact of the new building is being carefully considered with a view to achieving a net zero affect operationally. Members asked about solar panels and KF indicated that these would be installed as part of the build. It was noted that the build itself cannot be done with zero environmental impact.
 - CA is keen that the public be kept informed as to progress. A display at the practice has been suggested and KF said that there is a plan to provide such a display in the waiting areas once more patients are able to use the surgery. IG asked whether a news section could be added to the website, and this will be considered too.
 - TB suggested an open meeting / session (s) at which patients and the public could attend to see the display and ask questions.
 - The meeting accepted that consultations have been completed and the overall plans cannot now be changed but there could be room for patient suggestions on general issues to be incorporated.
 - KF advised that the current building has been sold subject to contract, but the practice will remain in situ until it can move to the new surgery.
 - IG thanked CA and KF for the update and CA left the meeting
- Practice**
- KF advised that despite the COVID situation GP appointments remain available where needed.

- The practice has been looking at its overall way of working with a view to improving efficiency and minimising duplication of effort and multiple contacts to deal with issues of concern to patients.
- A planning and outcomes team has been set up to look at the needs of patients with multiple conditions and to ensure that the reviews and other services needed can be delivered efficiently. This will help the patient in terms of minimising appointments and will also help staff to use their time more effectively.
- Reviews, tests and other services can be offered by GP's, practice nurses and other suitable professionals. This will help to ensure that GP's can concentrate on patients with the most complex needs.
- Care homes are also being looked at in the same way to help patients receive the care that they need from the most suitable clinician.
- TB asked about routine face to face appointments. KF said that GP's will see patients face to face where needed but other options will be considered if this is more appropriate. Other services such as physiotherapy will be offered and there is also a well being service that is available to patients.
- TB also asked about reviews for patients leaving hospital and KF said that the wellbeing service would be looking to contact such patients to establish any ongoing care needs.
- MW asked about medication reviews and follow ups as she had recent experience of issues with medication. KF advised that if there were ongoing issues patients should make contact with the practice so that the most suitable clinician could get involved to help resolve any problems.
- TB commented that in her experience reviews take place where the patient may feel that they are not necessary. KF explained that there are protocols that have to be followed depending on the medication involved and these could require a telephone or other review to maintain continuity of prescribing.
- IG asked about communication following blood tests. He noted that the system shows that the patient is informed of results where this has not occurred. He asked whether a text or other message could be sent to notify patients that their results are available to view (assuming patients have access to online services). Failing this it seems to be left to the patient to find out for themselves by going online or contacting the surgery. KF will look into this to determine how the system should be operating.

Vaccination

- KF advised the meeting that the practice will be ramping up its vaccination activity. JB asked whether the practice would be a hub as before, but KF confirmed that the practice will be vaccinating its own patients this time rather than acting as a local hub.
- The exercise is likely to start in earnest next week
- The 15-minute wait has been suspended which should speed up the process.
- The practice has been asked to pull back on routine work so as to prioritise the vaccination programme

- Appointment invitations have been sent out via text, but the response has been lower than expected initially.
- The meeting thought that this could be as a result of the fact that there are other resources locally such as Shakespeare's barn and the hospital in addition to practices and local pharmacies.
- The practice will review the situation in the morning to determine the likely take up and, consequently, whether volunteers will be needed to assist.
- IG reported that he had circulated the volunteers and 15 have indicated availability to help again in the next few weeks.
- All adults over 18 years old having had their second vaccination three months ago or more are eligible for a booster.
- The practice is also calling patients that may not use text / online resources.

Conclusion

- There being no further business the attendees wished all a happy Christmas and the meeting concluded at 19.15 hrs.