

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 5th June 2024 at 6:30pm

Chair: Keeley Goodall (Practice Support Manager)

Practice staff: Dr Rosie Welch

Minutes: Keeley Goodall

Visitors:

Members Present: CL, JW, JM, BS, DS

Apologies: RE, PH, CF

All present members agreed the Minutes from the Wednesday 10th April 2024 meeting.

- 1) **ANIMA** – Keeley informed the group that no date had yet been set for Sothall to move to Anima, however, lots of progress has been happening in the background. Staffing has now been agreed, clinicians and reception have had initial training and templates are ready. Keeley to update the group on a 'go live' date once confirmed.
- 2) **Practice Improvements** – You may have noticed that we have recently upgraded the television in the waiting room and the patient call system. This is more reliable than our previous system and has an extensive video library. When calling patients, the call system displays patient details as well as saying the information. Early feedback has been positive. Keeley asked a hard of hearing forum member to feed back his thoughts after his next appointment. We are still finalising LED lighting for the waiting room.
- 3) **Staffing:** As previously mentioned Dr Tifase and Caroline Grix, Practice Nurse, both leave Sothall mid-June. We are actively looking to replace both positions. Practice Nurse interviews were due to take place this week, however those shortlisted have all given back word and no longer wish to proceed. The job advert is back online with shortlisting to take place at the end of June. Laura Latham, a newly qualified ACP joined us mid-May and Dr Claire Nash is back from maternity leave mid-June.

Unfortunately, since the meeting, Laura Latham, ACP has now resigned from PCS and will no longer be working at Sothall.

- 4) **COVID Spring Boosters** – Keeley updated the forum on the COVID Spring booster campaign. Most of our housebound patients have now been vaccinated, with one final clinic planned for Wednesday June 19th.

Vaccination clinics for non-housebound patients however have been difficult to plan. We have had no say or forward notice on how many vaccines we receive on a weekly basis. When vaccines have been obtained, we have had small clinics. This has meant we have not been able to invite all eligible patients for a vaccine, therefore older patients and those with learning disabilities have been prioritized. Weldricks pharmacy have also been vaccinating, so eligible patients have been able to obtain a vaccine in the local area.

- 5) **Patient DNAs** – Following on from the last meeting Keeley advised she had now been sent a copy of PCS DNA policy. Sothall will be adapting this policy moving forward. Patients who fail to attend for an appointment will be sent a text message or a letter asking that whenever possible, they contact the surgery to cancel the appointment. Frequent non attenders will be discussed, and in some cases, if a patient fails to attend 3 appointments in a 12-month period, they could be sent a formal warning letter, advising if they miss another appointment in a 12-month period it could result in removal from the practice.

- 6) **AOB** – A member asked how difficult it was to align medication as theirs are due at different times of the month. Keeley advised that patients could count the amount of each medication they have left and call reception with the details. Reception are then able to pass this onto the pharmacy team, who can prescribe the correct amount of each medications to ensure they are aligned. Dr Welch advised that this is often only a short-term solution as medications and medication doses can change.

There being no further discussions, the meeting closed at 19:10

Next meeting – Provisionally Wednesday 7th August 2024, 6.30pm – 8:00pm in the Practice waiting room.