

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 2nd October 2019 at 6:30pm



Chair: Michael Lyall (Practice Manager)

Practice staff:

Minutes: ML

Members Present: SR, DR, TS, CL

Apologies: AF, CA, FR

ML opened the meeting by thanking everyone for attending and confirmed the group's agreement with the content of the minutes from the previous meeting

1. 2019 Flu campaign

Michael explained that there have been supply issues for all suppliers of the under 65 vaccine. There are slightly different vaccines for over and under 65's as well as a nasal flu for under 18's and another vaccine for patients with severe egg allergies. All suppliers of the under 65 vaccine were delayed due to the WHO requesting another Flu strain to be included. Our particular supplier had further production issues resulting in a further delay. Our first Saturday walk in Flu clinic on 28th September was therefore only able to accommodate patients over 65yrs. We have a further Saturday Flu clinic planned for Saturday 19th October when we will be able to accommodate both over 65yrs and eligible patients between 18 & 65. It was pointed out that our posters did not stipulate that there were eligibility criteria for patients under 65yrs. eligible patients who would like the Flu vaccine will be accommodated. Following the second flu clinic we will be having regular weekday flu clinics as well as patients being able to get the vaccine when attending for other reasons if appropriate. Although there is a slight delay, I can assure that all eligible patients will be able to have this at Sothall Medical Centre. 342 Flu vaccines and 23 pneumococcal vaccines were administered on Saturday 28th September and Michael thanked Dianne and Christine (not present) for their support on these days

2. Staffing update

The practice now has an appropriate number of clinical staff. We have recently recruited a Dr S Bird and a Dr Tom Brynes who are employed at least for the period of Dr Williams sabbatical. Michael explained that there was still some work required to try and balance daily capacity to demand

3. Volunteer project

We are very close to having two volunteers' (John and Martin) based in the waiting room providing support for patients who would like to use the NHS or TPP app. We are planning for them to be in the waiting room at particular times during the week. They will have a tablet device and will be able to demonstrate the advantages of online access as well as helping patients to register and use the services. Times and dates will be shared on social media and our website

4. Manchester school of Medicine research project

There will be two academics from Manchester school of Medicine spending some time at Sothall Medical Centre. They are researching the value of other clinical staff replacing some GP's in primary care. They will be sitting in with various clinicians on 15th and 24th October. Patients affected will be informed in advance, they have the option to be seen without these visitors should they prefer. The study also wishes to have a short 'interview' with patients seen whenever acceptable. This group also wish to have a group meeting at a later date with a cohort of patients from the Patient Forum. Michael will email a 'doodle poll' to all members to determine the date / time which would be suitable for the most members

5. Sheffield Teaching Hospitals (STH) engagement network

STH are looking to engage more with patients in primary care. They have emailed practice managers to ask if we would be happy to support this with the help of our PPG's. Whilst there were only four members at this meeting it was decided that we should offer our support at this stage. ML will inform STH and keep the Forum updated

6. Free CPR and AED training for patients

At previous meetings we have discussed Neighbourhoods and Networks (groups of practices supporting each other and offering shared services). As a result of this Birley Health Centre are offering free Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) training for patients including from Sothall and Beighton. Michael explained that this training could save a life, the AED machine is almost fully automatic and not difficult to operate with a little training. AED's are available in the community at various locations. We do have a defibrillator at SMC but it is not accessible outside surgery hours

7. CCG 'How's my Practice doing

Every year a random group of patients are sent a survey to complete. The results of the survey make up the report which can be viewed here: -

<https://gp-patient.co.uk/PatientExperiences?practicecode=C88023>

There were no real surprises in the report which confirmed the areas we are working to improve are those which patients would like to see improved. 99% of patients had confidence and trust in the healthcare professional they saw at their last visit which was very reassuring.

AOB from Forum

A recent SMC Facebook post <https://www.facebook.com/SothallMC/> was brought up. The post referred to the Health bus <http://aaa.dbh.nhs.uk/where-can-i-get-screened/> which was offering Aortic Aneurism screening at various locations for men aged over 65. The leaflet said to call 01709 649100 to book an appointment on the bus, When the number was called the reception staff said that the number was not for the bus but offered a local clinic. Michael said he would contact the providers to see why this had happened.

Post meeting note, the leaflet telephone number is the same as the one that is for booking an appointment at a local clinic. As of 11/10/19 no response had been received. However, your appointment is made this is an important test, the test is a simple non-invasive ultrasound (similar to an expectant mother's) and will identify any AAA which may otherwise not present any symptoms.

There being no further discussions, the meeting closed at 19:15

Next Patient Forum (provisionally) Wednesday 4th December 2019, 18.30 at Sothall Medical Centre.