**Sothall and Beighton Patient Forum**

**Minutes of the meeting Wednesday 2nd February at 6:30pm**

**Chair**: Michael Lyall (Practice Manager)

**Practice staff:** Dr R Welch, GP Partner

**Minutes:** Michael Lyall

**Members Present:** SR, DR, DH, CL, JW, JM, CF, PH

**Apologies :** KS, CA, AF

ML opened the meeting by thanking everyone for attending and confirmed the group’s agreement with the content of the minutes of the 08/12/22021 meeting

**1.Weldrick’s Pharmacy:** The new Pharmacy manager Weldrick’s Sothall branch, Mr Asad attended at the request of one of our Forum members. Patients were interested in understanding the issues facing the Pharmacy stating that service had been less than desirable. Mr Asad explained that the Pharmacy has experienced a large staff turnover which included the long-standing manager. Mr Asad explained that the Pharmacy is still one whole time equivalent staff short of their quota and many of the staff are very new and learning the role. Mr Asad is confident that staffing will be suitable and sustainable soon. Items not being in stock was raised, there are a number of reasons for this however there has been a noticeable rise in stock issues, Mr Asad explained that most Pharmacies use two large suppliers, any stock issues are likely to affect every Pharmacy. Mr Asad and Michael explained that the Practice and the Pharmacy work together where alternative products can be sourced however this will cause a short delay to medication availability. The method staff use to find prescriptions was discussed; previously alphabetical boxes seemed quicker than the current numbered boxes as staff must search for the box number before searching for the medication. Mr Asad explained that due to disparity in surname initials the newer system allows a more even spread into separate boxes and is usually quicker. Michael asked if Weldrick’s could look at a digital solution to speed this up. The group thanked Mr Asad for attending and asked if he would return to a future meeting with updates

**2. Covid19 booster vaccinations** Michael explained that, unless there are significant changes it is unlikely that we will be continuing with the Covid vaccinations at Beighton. We had planned to continue until March however our final sessions which concluded on on Sunday 23rd March were very poorly attended. We have had an exceptionally good response to our Network vaccination site at Beighton until recently, and this is reflected in the number of local patients who have been vaccinated including boosters. Sheffield is the highest vaccinated City in the UK per head and is a testament to the effort of the staff and volunteers. There are several options to receive vaccines locally however the logistics around vaccine storage and administration mean that it is no longer viable to vaccinate as a network or from our surgery. Information regarding who can be vaccinated, how to book and where to walk in are available here;- [Coronavirus (COVID-19) vaccination - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/?gclid=Cj0KCQiAuvOPBhDXARIsAKzLQ8Gx9L4CViynO_AmvK1QuEGiT6ZiBCGPphz8-AFYcO19PLU9SBO-m50aArTHEALw_wcB)

**3. Staffing update;** since our last Forum meeting, we have been very busy recruiting staff for our reception team recently, we are pleased to say that we have successfully recruited a full complement of reception staff and are very happy with their progress. The reception role is more complex than it would appear given that every patient presents differently. Our staff are doing their utmost to provide this training as efficiently as possible however this will take a short while and we ask that patients are understanding regarding the time it may take to answer and process their calls. Patients can help by checking our self-help pages [Patient Portal - Self Care Forum](https://www.selfcareforum.org/resources/patient-portal/#commonconditions) before calling the surgery. Where possible we would request that patients ordering repeat prescriptions do so via the NHS app [NHS App - NHS (www.nhs.uk)](https://www.nhs.uk/apps-library/nhs-app/) . This frees up valuable reception time, allowing them to answer incoming calls. Due to timescales for recruiting and training we are anticipating gradual improvements until around February when we hope to be fully staffed with trained Receptionist / care Navigators.

**4. Extended Hours Provision**, we have discussed this service several times. The plan for returning extended hours has been deferred several times for operational reasons. Although no plans have been finalised the latest option being explored is to operate this service as a Network, possible seeing all patients at Hackenthorpe medical centre.

**5. Sothall Medical Centre CCTV**, we plan to have CCTV installed in the surgery by the end of February. There will be several cameras outside as well as some in public areas within the building. There will be no cameras in any of the clinical rooms

**6. Living Wills**, [Advance decision (living will) - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/end-of-life-care/advance-decision-to-refuse-treatment/) (Requested agenda item) An advance decision (sometimes known as an advance decision to refuse treatment, an ADRT, or a living will) is a decision you can make now (assuming you have capacity) to refuse specified treatments at some time in the future. Dr Welch explained that this is a legal rather than a medical instruction. The living will would supersede any power of attorney. The link above gives advice and explains he process. Our GP’s do not need to be involved in this process however we would need to be informed once the process has been completed, as we will make a note of this request within the patients record. The group advised that Age UK provide advice and support along with the required paperwork [Living wills - advance decisions and advance statements | Age UK](https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/advance-decisions/). It is important that family are made aware of your wishes

**Other business**

**Member – asked about car park markings** Michael explained that Assura own the medical centre building and are responsible for the upkeep of shared areas. Assura completed a report last year which highlighted the following work requirements; - Demarcation of car park spaces including disabled and emergency markings, repairing several uneven paving areas, removing temporary fencing at the back of the car park, paving an additional area where our bins are currently stored, repairing a car park gulley stone and clearing a blocked drain. Unfortunately, Assura have not completed any of this work. Michael explained that he has recently contacted Assura asking for an update, but this has not yet been provided

**Member – asked if anything had changed regarding referrals** Dr Welch explained that, to rationalise referrals, for some years now many referrals to secondary care pass through a process known as CASES [Meet the GPs of the CASES review team - improving referrals in Sheffield (primarycaresheffield.org.uk)](http://www.primarycaresheffield.org.uk/cases/cases-review-team/) whereby the referral is peer reviewed. Sometimes these referrals are rejected. This is to ensure that the secondary care appointments that are available are shared amongst the most clinically relevant patients

**Next meeting** – ProvisionallyWednesday 6th April 2022, 6.30pm – 7.30pm

There being no further discussions, the meeting closed at 19.45

The patient Forum, formally known as the Patient Participation Group (PPG) is an excellent way for patients to engage with the practice and influence improvements. It allows the opportunity for patients to openly discuss issues they feel could be improved as well as providing the practice the opportunity to discuss these issues. We are always actively looking for new members. Meetings are usually every two months, usually at 18:30 – 20:00 on a Wednesday evening. There is no formal commitment to attend meetings regularly and there is always an opportunity to shape the meeting agenda even if you are unable to attend. The criteria for becoming a Forum member is that you are a registered patient at Sothall Medical Centre. If you are interested in joining this active, friendly group please visit our website and complete the very simple application form [Sothall Medical Centre](https://sothall.net/)