

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 6th April at 6:30pm



Chair: Michael Lyall (Practice Manager)
Practice staff: Dr R Welch, GP Partner (Part meeting only)
Minutes: Michael Lyall
Members Present: CL, JS, DH, DR, SR, JM, PH, CF
Apologies : DH, SS, AF, CA

ML opened the meeting by thanking everyone for attending and confirmed the group's agreement with the content of the minutes of the 02/02/2022 meeting

- 1. PGP (Performing General Practice)** We have been working on three improvement initiatives over the last year. We have made improvements to the repeat prescription ordering system, appointment system, and are looking at ways to better manage frequent attenders. We are hoping that efficiency savings will improve patient access
- 2. Covid19 booster vaccinations** there are plans to administer a 4th 'Spring' Covid19 booster to all over 75 patients as well as all patients who are extremely clinically vulnerable. Our Network are planning at least 2 vaccine days at Beighton on the 12th & 13th of May. We believe further clinics will be arranged as required. Sothall staff will be administering the vaccine to housebound patients in this cohort on Saturday 14th May. We will be contacting these patients over the coming weeks. Unfortunately, we can't book patients into clinics until the vaccine orders have been delivered. We have been informed that the vaccine will most likely be the Moderna vaccine although there are still Pfizer vaccines in the system. For information on how and where to get any boosters please see [Coronavirus \(COVID-19\) booster vaccine - NHS \(www.nhs.uk\)](#) for more information
- 3. Staffing update** since our last Forum our reception team are slowly improving as our new staff become increasingly competent. Our team is now fully staffed although it may be some time before that newly appointed staff are working as efficiently as more experienced reception staff. Patients can help by checking our self-help pages [Patient Portal - Self Care Forum](#) before calling the surgery also ordering repeat prescriptions via the NHS app [NHS App - NHS \(www.nhs.uk\)](#) as this frees up valuable reception time. The NHS app was discussed in the group, one issue was raised regarding multiple orders not being obviously not ready to order. ML will raise this issue with the NHS app team and our internal pharmacy team. There are no other relevant staff changes currently. Although we are fully staffed, we are planning to advertise for another salaried GP. We feel that an additional GP will allow greater flexibility in supporting the increasing non patient facing burden on our clinical team. We have had some recent difficulties due to staff absence relating to Covid infections, these absences mostly affected telephone waiting times.
- 4. Extended Hours Provision**, we have discussed this several times, there has now been yet another change. The NHS have decided that extended hours (the early start and late evenings that were previously provided at Sothall) and extended access (these are the appointments which are available at Woodhouse and other hub practices, they are late evening and weekend appointments) are being merged for the next financial year which has implications on plans we were making locally which may require yet another rethink.
- 5. CCTV** installation complete. There will be no CCTV in any clinical rooms and footage will not be released unless appropriate.
- 6. LTC (Long Term Condition reviews)** 2 Years ago all practice were instructed that these annual reviews could be stopped to enable practices to concentrate on the Covid 19 vaccination initiative. Sothall MC continued to offer these appointments but at a reduced

rate. We have been trying to catch up for some time but are finding this impossible. We have therefore decided to restart from scratch on 1st April 2022. Relevant patients should receive an invitation on the Month of their birth. Many patients did not engage in the LTC reviews however should anyone have any concerns around their long-term condition, they should contact the surgery in the normal way.

Other business

- 1. Shared medical appointments** it was asked why we no longer offer these appointments which they felt were very helpful and more efficient. ML explained that the appointments were a trial project. Dr Williams was very keen to instigate these appointments which were difficult to organise, facilitate and plan. We were aware that they were very well received by patients however the appetite to continue was less following the departure of Dr Williams. Due to the continued risk of Covid these appointments would not be suitable in the foreseeable future. Should the situation regarding infections change significantly the issue could be raised again with our clinical staff.
- 2. Waiting times in surgery** we were asked why there are sometimes long waits for some patients and why this is not advertised on the Jayex board as it used to be. ML explained that we do all we can to ensure patients are not kept waiting however sometimes patients have far more urgent or complex issues that were anticipated. In these circumstances there are sometimes considerable delays. ML feels that the recent turnover of reception staff is the most probable reason why the messages on the Jayex board are no longer used. ML will bring this up with the team and reinstate information messages
- 3. This Years Flu campaign** ML explained that the practice had already purchased a significant amount of Flu vaccines in anticipation of a high uptake again next year. The 50 – 65 cohort of patient who were added to the eligible cohort for the last two years are not currently included and will not be offered a NHS Flu vaccination unless they meet other criteria [B1395-reimbursable-vaccines-and-eligible-cohorts-22-23-flu-vaccination-programme-guidance-march-2022.pdf \(england.nhs.uk\)](https://www.england.nhs.uk/media/1216/b1395-reimbursable-vaccines-and-eligible-cohorts-22-23-flu-vaccination-programme-guidance-march-2022.pdf)

Next meeting – Provisionally Wednesday 1st June 2022, 6.30pm – 7.30pm

There being no further discussions, the meeting closed at 19.35

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](#)