



Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 3rd August 2022 at 6:30pm

Chair: Michael Lyall, Practice Manager
Practice staff: Dr R Welch, GP Partner
Minutes: Michael Lyall
Members Present: CL, JW, JS, PH, RE
Apologies : SS, CA, SR, DR, JF, FF, DH

ML opened the meeting by thanking everyone for attending and confirmed the group's agreement with the content of the minutes of the 01/06/2022 meeting

1. **Access:** – you may be aware that we briefly suspended the requirement for patients and staff to wear face masks, at the same time we stopped checking patients at the door. This was only in place for a very brief time when we were instructed by NHS England to bring face masks back into practice for patients and staff despite these being almost unseen outside of the NHS. This decision has been made to protect patients and staff (staff so that we can retain a safe workforce level). We have decided to leave the door open, as this seemed to be a perceived restriction to access. We are still looking to make improvements to access and are hoping to offer more choice to patients regarding Face- to- Face or telephone consultations, although this will not be an immediate change but will be phased in. we will not always be able to guarantee all patients choice all the time due to appointment demand, staffing and other factors.
2. **Car Park and shared areas:** - these have been discussed previously, the landlord is currently looking to re-mark the parking bays, repair some loose paving slabs and a drain gulley, remove the temporary fencing at the rear of the car park and construct a more appropriate bin storage area; we are unable to confirm dates for the completion of this work.
3. **Improvements:** - we are planning to vinyl floor the 3 clinical rooms which are currently carpeted. We are also planning to do the same in the waiting room, which is in need of updating. These are to meet infection prevention guidance. It will be very difficult to do this without significant disruption and we ask that patients bear with us during this period. We are also still waiting for a suitable patient self-check in screen: we have been informed that this is due to component shortages at Dell.
4. **Flu Vaccines 2022 - 2023** was discussed in depth. A post - meeting update is below in italics; -

***Post meeting update:** the plan for the network (6 local practices) was agreed on Thursday 04th August. We will be administering adult Flu vaccines for all our eligible [Flu vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk) patients in our practices (Sothall). Our intention is to co-administer these vaccines with the Covid-19 autumn booster (same eligibility criteria as Flu) saving patients making two visits. As the*

Network plan has only just been agreed, the practice plan will be prepared over the coming weeks. I envisage this starting at the end of September (dictated by vaccine delivery dates). We will be administering the Autumn Covid-19 booster and the Flu vaccine to all eligible patients at Sothall and inviting these in order of risk with the most vulnerable first. Patients who wish to have one of the vaccines and not the other will be accommodated. Timings for these clinics will depend on staff availability. However, we anticipate these being mostly Saturday sessions. We will be using the same text booking system that we have used in the past allowing patients to easily choose their own appointment slots. Last year we received several complaints from patients who felt they were left behind; it is impossible to put all patients into strict order of need and we will therefore batch patients into risk groups. Patients who have no access to text messaging will receive alternative communication and we will be sharing more generic messages on our website and Facebook page. Children's Flu's [Child flu vaccine - NHS \(www.nhs.uk\)](https://www.nhs.uk/child-flu-vaccine) will remain unchanged and more information on these will be sent to parents as they are invited. We have secured sufficient and the most appropriate vaccines for patients and would ask that wherever practical patients have their vaccines with us at Sothall.

The exception to above is; the Primary Care Network are planning to complete the 50 – 65-year-old, not at high risk cohort in bulk at Beighton Health Centre as a network.

5. **GP patient survey** [Patient Experience \(gp-patient.co.uk\)](https://gp-patient.co.uk) We are actively trying to improve the areas which have not scored well in. We are currently looking at how we can offer more choice for patients although, as discussed at the meeting, demand outreaches capacity now which is not something we can easily rectify

6. STAFFING

- a. Dr T. Brynes is leaving Sothall (Last Working Day Thursday 25th August): he has been working across two practices for some time and has decided to consolidate at the other practice
- b. Dr S Bird will be taking Maternity Leave (Last Working Day Thursday 3rd November)
- c. We have vacancies advertised now for 1 permanent GP, one Maternity leave GP (12 Months fixed term) and one Advanced Nurse Practitioner (Additional / alternative clinician)
- d. Recruitment of GP's is extremely difficult; we are now Tier 2 sponsors allowing us to employ GP's who require a Visa to work in the UK
- e. We do have one GP interested but we are at the very early stages of recruitment
- f. We are also interviewing for an additional Advanced Nurse Practitioner (ANP).
- g. We have an advertisement for a receptionist

7. **Weldrick's Pharmacy (Sothall) update;** most patients are aware that the Weldrick's Pharmacy have had some staffing challenges, the new Pharmacist Mr Akhtar attended our meeting a few months ago to tell the Forum how things were and the Pharmacy's plan to improve the service. Although Mr Akhtar was

unable to attend in person, he provided a statement. Staffing levels are now as they should be except for one Maternity cover shift. New staff training is going well. Prescriptions are now being managed more effectively, previously there were around 300 prescriptions incomplete at the end of the day and for the last two weeks they have cleared all prescriptions at the end of each day. Stock can still be an issue which is outside of their control as the problem is usually with the supplier or manufacturer. Michael confirmed that General Practice receive weekly updates of medications that are out of stock unfortunately the clinical systems are unable to highlight this, and Clinicians will still sometimes prescribe drugs which have become unavailable. Comments from the Forum were that often a message is received that the prescription is ready to collect but when they attend, it has not been checked by the pharmacist. Another comment was that one patient has been messaging the Pharmacy for several days to enquire if a prescription is ready and the Pharmacy has not replied. Finally, it was noted that some pharmaceutical delivery drivers park on the pavement obscuring the footpath. It was observed that a mobility scooter user had difficulty passing the van. Michael fed these back issues to the Pharmacy: they are aware of the Pharmacist checking issue and working to improve this; the messages on the system were checked and there were none outstanding; [this is an issue which should be raised directly with the pharmacy to allow a detailed investigation]. Mr Akhtar will try and attend the next meeting.

Next meeting – Provisionally Wednesday 5th October 2022, 6.30pm – 7.30pm

There being no further discussions, the meeting closed at 19.40

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](#)