

## Sothall and Beighton Patient Forum

### Minutes of the meeting Wednesday 5<sup>th</sup> October 2022 at 6:30pm



**Chair:** Michael Lyall, Practice Manager  
**Practice staff:** Dr R Welch, GP Partner  
**Minutes:** Michael Lyall  
**Members Present:** DR, SR, JM, CL, CF, DH, JS, MH  
**Apologies :** AF, SS, JW

ML opened the meeting by thanking everyone for attending and confirmed the group's agreement with the content of the minutes of the 03/08/2022 meeting

- 1. Newly appointed staff:** good news, we do have some new staff who have recently started or are about to join our team. Reception: - Our reception team have again been extremely short staffed. Two staff left at the same time as another took planned sick leave which has left us very short. One new staff member started mid-September and two more start next week. GP's: - Dr Abdullah Umer Rehan has started with us on Monday 3<sup>rd</sup> October and will be working Monday, Tuesday, and Thursday. We have had varied interest from other GP's, and we are hoping to secure a longer-term Locum (Dr Alice Baldwin) to cover Tuesdays and Thursdays as Locum Maternity cover. This would improve continuity which is never great with cover from different short term locum GP's. These GPs are to cover Dr Brynes who left earlier this year and Dr Bird who will be starting Maternity leave towards the end of October. We have one Advanced Nurse Practitioner (APN) Sharon Dinham who has been with our practice for several years and we are employing another ANP, Michelle Tyler, due to start W/C 10<sup>th</sup> October, Michelle is an experienced ANP who will be working Monday, Tuesday and Thursday. We have an Advanced Clinical Practitioner (ACP) who is a paramedic who will hopefully be starting with us in late October / early November – working Tuesday, Wednesday, and Friday.
- 2. Extended Access** this is the new service allowing patients to access clinical services (GP's, Nurses and other associated health care roles) outside of practice core hours, this service replaces the hub appointments which some patients may have attended at Woodhouse Medical Centre. There are several appointments available at Crystal Peaks Medical Centre on Monday, Wednesday, and Friday evenings between 6:30 and 9:30 pm. Other appointments are available on Saturdays as well as alternative weekdays at Jordanthorpe Medical Centre. We will also be providing appointments through these hubs during bank holiday periods. This service is new and although it will eventually allow direct online booking, this is not currently available. Here is a link to a practice specific patient leaflet;- <http://www.primarycaresheffield.org.uk/wp-content/uploads/2022/09/SOUTH-T1Peak-EdgeHeeley-FINAL-1.pdf>
- 3. Flu Vaccines 2022 – 2023** Our first joint Flu and Covid clinic this year was a great success. On Sunday 2<sup>nd</sup> October we saw 420 patients attend Sothall Medical Centre. Most of these had both the Flu vaccine and the Covid (Moderna Bivalent Spikevax which also protects against some newer COVID-19 variants) simultaneously. We have a number of clinics planned over coming weeks, some Tuesday evenings and some Weekend days. There was initially a plan to complete some of these as a Network at Beighton Health Centre however this has now changed, and we will see all our patients here at Sothall. We have sufficient Flu vaccines in stock now and anticipate getting to all eligible patients over the coming couple of Months. Check if you are eligible here;- <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/> planned clinics October;- Sat 15<sup>th</sup> 9 – 12:30, Tues 18<sup>th</sup> 5:30 – 7:30, Tues 25<sup>th</sup> 5:30 – 7:30 Tues Nov 1<sup>st</sup> 5:30 – 7:30. More to follow and will be arranged to coincide with availability of the Covid Autumn boosters. If you are eligible for the Flu vaccine you will be eligible for the Covid booster and we are encouraging all patients to take up this offer, the NHS are anticipating a particularly bad Flu & Covid season and vaccines provide a very

effective protection. We are currently inviting eligible patients in order of clinical priority via text messages, our staff are telephoning patients who do not have text messaging access. We have been asked to ensure elderly and vulnerable patients are vaccinated before the 50 – 65-year-old cohort but please be assured that we will get to this cohort in good time. Thanks to our volunteers who are also helping our clinics run smoothly. As some members had attended the recent Clinic Michael asked how the experience was from a patient perspective. It was unanimous that the experience was excellent, quick, easy, and very well organised, particular praise was given to the reception staff who were very friendly and informative.

4. **Weldrick's Pharmacy update** – The Pharmacist at Weldrick's (Mr Akhtar) is moving on at the end of this Month. He was unable to attend this meeting but has assured me that the Pharmacy is far more stable than previously and is confident that a replacement permanent Pharmacist will be recruited in time for a handover. Michael will ask the new Pharmacist to attend a future meeting to discuss the forum's concerns for the future.
5. **Sothall Repairs / works** we now have a working patient self-check in kiosk which should allow reception staff to deal with other matter more efficiently. You may have noticed that our paintwork has recently been refreshed. We will soon replace the flooring in the waiting area and corridor with a grey easier to clean vinyl. We have a team working this week repairing the sunken paving slabs and creating a more suitable area for the practice bins. We are still waiting on work dates for the car park markings which are almost unreadable.
6. **Covid restrictions** very few public spaces are still asking people to follow social distancing or wear face coverings. It has recently been confirmed that these restrictions are still required in General Practice to protect patients as well as ensuring the workforce is maintained. Patients may not be aware that NHS staff are not allowed to work if they have symptoms or test positive for Covid which is still causing intermittent disruption to service. We will of course follow the latest guidance and keep patients up to date with the latest advice. Due to increasing numbers of positive Covid cases we do not anticipate these restrictions being removed before spring. It was mentioned at the meeting that Crystal Peaks are not wearing face coverings in their practice; however we intend to follow the guidance rigidly. Michael explained that we are very pleased that our patients have been compliant with these restrictions and have not had the anticipated complaints.
7. **Question from forum member:** "With the increasing importance of technology in General Practice, are there any systems in place to prevent loss of data and the ability of patients to access services online? For example, during power cuts". Michael asked our IT department this question prior to the meeting but they had not responded. Michael explained that the clinical information for patients was securely stored off site on 'the NHS spine'. This meant that a local power cut would not affect patients' access. The practice does not have backup generators and would lose power including internet in the event of a power cut. Michael suggested that the NHS would almost certainly have backup power to ensure data was not lost and this has been confirmed by NHS England post meeting. We then discussed how the practice could function and Michael explained that although we have a comprehensive business continuity plan, the possibility of maintaining service would depend on how safely this could be provided. For example, in the summer months the practice could maintain a level of service in the building without power; this would perhaps not be possible in the winter unless alternative heating and lighting could be sourced. We have a plan in place to continue patient consultations using paper sheets which would be updated at a later date.
8. **Up-skilling current staff** : there is a lot of upskilling going on within the practice. Morgan (HCA) has now completed her Trainee Nurse Associate (TNA) course and is a qualified Nurse Associate (NA) Emma (HCA) is starting her TNA course. Michelle (Nurse Practitioner)

is booked on a course in February towards qualification as an Advanced Nurse Practitioner (ANP). Joel (HCA) is moving away from the HCA role and taking over an admin role and there are various other internal movements: Gloria (HCA) moved to reception but will now be returning to the HCA role as soon as she has assisted the training of our new reception staff. The forum asked, 'what can a TNA / NA do?' Dr Welch explained that this is a new role and was initially created for secondary care. The course gives these staff a broad overview of Nursing, much of the training is in hospital placements and when completed the staff are regulated by the Nursing and Midwifery Council (NMC) [Nursing Associates - The Nursing and Midwifery Council \(nmc.org.uk\)](https://www.nmc.org.uk). They are not full Registered General Nurses, but can go on to do some additional training which will upskill them further. Morgan is now seeing more long term condition reviews, more complex wound dressings and will soon be training to perform Cervical smears.

Next meeting – Provisionally Wednesday 7<sup>th</sup> December 2022, 6.30pm – 7.30pm

There being no further discussions, the meeting closed at 19.25