

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 7th December 2022 at 6:30pm



Chair: Michael Lyall, Practice Manager
Practice staff: Dr R Welch, GP Partner
Minutes: Michael Lyall
Members Present: CF, DR, SR, CL, CW, JW, AF, AT & PH
Apologies : SS, JE, MH & LH

ML opened the meeting by thanking everyone for attending and confirmed the group's agreement with the content of the minutes of the 05/10/2022 meeting

- Staff issues:** - Dr Bird is currently on Maternity leave and Dr Gane will be taking Maternity leave from early January. **New staff:** Although we recently employed another Advanced Nurse Practitioner (ANP) she has now left. Another ANP was planning to start, however this position has also fallen through. There is interest in this post on NHS Jobs and we are confident that we will successfully recruit a suitable candidate over the coming months. We have active vacancies on NHS jobs for one GP, one GP maternity cover and 1 ANP. We are managing to fill the gap with locum staff although we would prefer permanent GP's. Our reception team are back on track and new staff are learning fast, we feel the service they can provide is constantly improving
- Extended Access** discussed at last meeting; this service provided at Crystal Peaks Medical Centre has been implemented relatively smoothly. 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> patients enquired how they book, this can be done in the usual way by contacting Sothall Medical Centre. If you would particularly like an out of hours appointment, please ask reception. This however will be offered to patients we feel are the most appropriate.
- Flu Vaccines 2022 – 2023** We have pushed this hard and have invited every eligible patient, check if you are eligible here;- <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/> The flu vaccinations usually run into the new year so we are very pleased to have completed them so early, we do still have some available if you've not had yours yet. Covid Vaccines, uptake was lower than expected as several patients have had these elsewhere.
- Weldrick's Pharmacy update** – The permanent Pharmacist has now left. This position is being covered by locum pharmacists. I believe Weldrick's are looking for a permanent Pharmacist and will update you when I have more information. Please note that the Pharmacy although attached in our building is a separate organisation and we are unable to manage any complaints regarding local pharmacies
- Sothall Repairs / works** We are replacing the floor covering in the waiting area and corridor. This is planned for 7th and 21st Jan 2023, we are also planning to re-mark the car park soon although we do not currently have a date for this.
- Covid restrictions** no change in General Practice, we are still asking people to follow social distancing and wear face coverings. Michael explained that we are impressed that patients have largely complied with this despite very few external organisations asking for this. It does go some way to keeping our vulnerable patients safe and ensuring our staff can remain at work. Michael explained that NHS staff who contract Covid are still not allowed to return to work until clear which is impacting on some local practices.

7. **Telephone Access** Telephone access has always been challenging. Around 5 years ago we were one of the first local practices to implement a hosted phone system (cloud based). We are now considering moving to another provider which will provide further improved features. This system uses intelligent queuing, it also allows waiting patients to have an automated system call back when they have reached the front of the 'virtual' queue. We feel this will improve the service further for our patients
8. **Accelerating citizen access to GP data** [Access to patient records through the NHS App - NHS Digital](#) . Dr Welch spoke at length regarding this issue. Patients for some time have had the right to request a paper copy of their records. They are also able to access their records online via the NHS App although currently this requires the patient to request this access. The government earlier this year advised that they were going to allow all patients to automatically have this access via the NHS App. Whilst this would be fine for almost all patients it could potentially put some patients at risk and for this reason the issue has been vacillating for some time. We are anticipating that this will happen some time soon. As there are some genuine concerns from GPs around the country, we, along with most practices have placed a temporary hold on some patient's access. This affects around 1/3 of patients who will be given access on request following a GP check that there is no actual risk. Unfortunately checking patients' records can be very time consuming and may impact on services depending on the number of requests we receive.
9. **Directly booking appointments online.** Changes to our GP contract now state that all 'directly bookable' appointments should be available for online booking. We discussed the need to care navigate and triage patient lists to manage the number of requests we receive. Currently our directly bookable appointments are those where no triage is required such as long-term condition reviews and appointments, we request you to attend. We are planning to send invitation texts to patients who can chose a suitable appointment, much like the Covid and Flu vaccinations over the last couple of years.
10. **Prescription ordering problems, also repeat meds no longer on prescription.** There are often problems with prescription ordering, Michael explained that although it is very obvious to the patient when adding additional information, the format that is delivered to the practice, and the volume of requests does mean that these sometimes get missed. It was agreed that these issues are too varied to consider as a group and should be dealt with on an individual basis.

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11. **Practice closure** we will close for a Christmas lunch from 12:00 – 14:30 on Thursday 22nd December. Although we will share this on our website and Facebook page it is inevitable that some patients may not be aware, and we are sorry if this causes an inconvenience. Future closures for training afternoons (12:00pm – the next morning) are; - 7th February and 8th March 2023
12. **Telephone messages** it was suggested that our messages are outdated and a little too long. As a practice we agree, messages are usually added too when something important needs conveying but we could do better at tidying this up. Our new phone system (Mid-January) may offer an opportunity to improve this. Dr Welch suggested that a forum member could make suggestions regarding future message content.

There being no further discussions, the meeting closed at 20:05

Next meeting – Provisionally Wednesday 1st February 2023, 6.30pm – 8:00pm