

Sothall and Beighton Patient Forum
Minutes of the meeting Wednesday 5th April 2023 at 6:30pm



Chair: Michael Lyall
Practice staff: Dr Rosie Welch
Minutes: Michael Lyall
Members Present: BS, DBS, JM, CL, JW, JF, JS, RE.
Apologies : SR, DR, LF, AF, AT.

The Minutes from the Wednesday 1st February 2023 meeting were agreed by all present members

1. **PCS** – this merger was discussed at last meeting [Patientforumminutesfebruary2023.pdf \(sothall.net\)](#) , the planned merger between PCS and Sothall Medical Centre is still going ahead going ahead but has been delayed very slightly due to technical issues, we are now hoping to complete this transition before the end of June 2023 and will keep patients informed via our website www.sothall.net and Facebook page ([3\) Sothall Medical Centre | Sheffield | Facebook](#)
2. **STAFFING; - Leavers: -**
Dr Nash will be starting Maternity leave mid-May.
One of our Practice Nurses, Michelle has left the practice at the end of March
Joiners; -
Salaried GP Dr Chris Osborne working Wednesdays and Thursdays started at Sothall mid March
Advanced Nurse Practitioner (ANP) Sue Dean started Monday 3rd April.
ANP (Marion) will be working Thursdays from May
Sothall are still advertising for 2 x GP vacancies with very few applicants. We have another Practice Nurse in mind but need to confirm a couple of issues before confirming.
We are working with a noticeably high numbers of locum GPs; this is linked to our 2 (soon 3) GPs on Maternity leave and the difficulty in recruiting salaried GP's
There was a discussion around the difference between a Practice Nurse and an ANP please see [GP mythbuster 66: Advanced Nurse Practitioners \(ANPs\) in primary care - Care Quality Commission \(cqc.org.uk\)](#)
3. **New services at Sothall; -**
 - **Smoking Cessation:** - this is a new service provided at Sothall Medical Centre, any interested smokers can speak to our clinical staff to be referred. The service will consist of an initial meeting with a smoking cessation lead who will make a plan with the patient and support them for up to 12 weeks. This support may consist of nicotine replacement therapy
 - **Bereavement counselling,** this service will be a one-to-one service provided at Sothall Medical Centre. Bereavement is never easy; however, this service is dedicated to patients who are finding it particularly difficult to adjust six Months on. Referrals can be made by any of our clinical staff or directly via our listening service. The listening service can be accessed by asking our reception team.
4. **TELEPHONE UPDATE:** - We have moved to another telephone provide which offers benefits for staff and patients. This work has been delayed for several Months but is now complete. One of the most common complaints from patients is the long wait to be answered. Resolving this with the staff we have available is not possible however the new

phone system allows patients to chose to be called back rather than holding for long periods of time. So far this has proved very popular with patients. Our staff are also reporting that historically a lot of calls started with a complaint about the waiting time which ironically added to others waiting. Early indications from our reception team are that this is no longer a problem, the queueing system holds your place in the queue and automatically calls you back when you are at No 1, making the process at our end rather seamless. We also can add urgent messages to the line which historically took too long to be helpful.

5. Spring Covid boosters, eligible patients

<https://www.gov.uk/government/publications/covid-19-vaccination-spring-booster-resources/a-guide-to-the-covid-19-spring-booster-2023> will be vaccinated as follows; Care home residents are priority, eligible housebound patients, all other eligible patients will be invited to Crystal Peaks Medical centre for their vaccination. Other vaccination sites can be found [here](#). You will be invited for your vaccine in the what is now the usual way via text with a link. All patients who do not have text available to them will be contacted by telephone although this may take a little longer to arrange.

6. AOB Weldrick's Michael explained that Sothall Weldrick's now has a permanent Pharmacist in place. This was briefly discussed and whilst some had found the Pharmacy had improved other patients were unconvinced.

7. AOB Photographs a member commented that the new system allowing patients to send photographs in seemed to work very well and wondered if we had plans to open it wider. Michael explained that at the moment, we can control this service (we send a link that the patient can respond to) and any practice staff can request a photograph which can help clinicians. It seems to work particularly well when reception request a photograph which our GP can look at before calling the patient remotely. We don't feel allowing patients to send in photographs that have not been requested would help but will continually review our processes.

8. Self-Check in It was asked why the self-check in does not always work, Michael explained that to save patients waiting in the waiting room and not being seen, it was automatically set to stop patients checking in too early or late, in this instance it will display a message stating please go to reception. It was then noted that a particular patient still can't use it for INR clinics. Michael explained that he didn't know about this and would investigate.

9. AOB INR the question was asked 'what is INR' (see above). Dr Welch explained that INR is International Normalised Ratio and is a measurement of the stickiness of our blood which is very important in clotting and to reduce the risks associated with Warfarin. Patients on Warfarin medication require regular INR checks and are required to alter the dose of their medication to keep within safe INR levels. [More here!](#)

10. GP working hours a patient thanked the GP's and explained that they did not feel patients realised how many hours our GP's work. They explained that they often pass early evening and see GP's still working very late and wanted to express their gratitude.

There being no further discussions, the meeting closed at 19:50

Next meeting – Provisionally Wednesday 7th June 2023, 6.30pm – 8:00pm