

Minutes of the Patient Participation Group Meeting held on

Wednesday 4th October 2023

at 11.00 - 12 pm – Mansfield Community Hospital Seminar Room 1

Face to face Meeting

In attendance – Rebecca Tate – Practice Manager, John R, Pamela H, Sue O, Hilda W, Jean H, Adele S, Mike H

Apologies: Laurence, Philip S, Elizabeth R, Sue H

Minutes of the last meeting:

Minutes of the last meeting were agreed as a true record.

Matters Arising

On a welfare scale everyone reported they were fine and well.

Introductions

N/A

Patient feedback

Covid/flu Vaccinations Mike enquired about flu/covid jabs and a wider discussion engaged – Rebecca confirmed flu and covid jabs were able to be given together at the same time. Sue reported the covid vaccinations at the pharmacy next door to the practice were going to have covid vaccinations in next week, Mike reported these were also being given out at the hospital site also. We discussed car parking when Orchard Pharmacy had vaccinations to which Rebecca had already had a meeting with Imran informing him of the practice busiest times, which Imran had put clinics on at a weekend to help aid car park management.

Systmonline – Hilda raised about Systmone timing out if not used within a month, it was discussed most do have repeat prescription requests going through each month which keeps it active, patients would manually have to make a note each month in there calendars to just log in to ensure they are not ‘timed out’. Whilst this may not be overly convenient to patients who don’t need to log in for anything other, Rebecca feedback this was for security purposes.

HRT – Ways to order – Pamela mentioned about her daughter struggling to get her HRT prescription as she was at work from early morning until later at night when the prescription line/appointment lines were open. The ‘contact us’ form on line doesn’t give leverage outside of core hours. Rebecca explained when the contact us

messaging was open 24/7 we were getting inundated with requests – 50 per day which was leading to patients not receiving a call back for up to 2 weeks in advance, so this has been limited to 25 medical requests – and unlimited prescription/admin requests out of hours.

Update: The message service has now been updated to open from 7.30 in a morning to help with patients going on the school run/work.

First Contact Physio – Rebecca reported Ahmed Soliman was due to leave the practice to take up a post within Queens Medical. We should hopefully get a share of the other network practices hours as we are the bigger practice.

New Website – Our website is due to be updated soon – this will hopefully be easy on the eye to look at as well as having all the current features. Rebecca to keep everyone posted when she knows more.

Recruitment – Dr Rosemary Daly, our GP Registrar who has been with us since she was a 1st year registrar, took up a salaried GP position in September and also Dr Grace Blower, who returned from her year travelling, came back to her Salaried GP position also in September. We are delighted to welcome them to Orchard, they are both an asset to the team.

Phlebotomy – We have had unfortunate circumstances with our healthcare assistants recently where we have been short of blood appointments. Luckily Mansfield Community Hospital coincidentally have a drop-in blood service between 9-4 Monday to Friday to have these done there, those patients who have been asked to have one.

LMC Awards - On 28th September the Local Medical Committee held an awards evening for nominated staff, we had lots of staff and clinicians nominated and our Healthcare Assistant, Katie won the Compassionate Care Award – we were delighted she won the award not only is she is fantastic clinician, she is also battling cancer herself.

Carers/Patient Information Day – After discussing an information event for patients for some time we discussed and decided on a date on Saturday 9th December between 11 am and 2pm for patients to drop in and receive information from different help groups as well as promote and give information on our patient participation group. We will discuss this more at the next meeting in November of the help we require.

NEXT TIME & DATE OF MEETING –

Wednesday 22nd November 11 – 12 – Kelly Wall – from the Butterfly Project will be attending.