

New Folly Surgery Patient Reference Group Meeting

Minutes

Meeting held on Wednesday 11th October 2023

Attendees:

Christian Jennings MBE: Practice Manager

Dr Sheetal Bailoor - GP

Mike Malyon

Tina Davey

Pam Gooding

Pauline Anniss

Roma Woricker

Marilyn Marston

Martyn Hart

Apologies:

Dr Santana Chatterjee – GP

Rachel Lee

Gail Anspack

Gordon Black

START

Christian welcomed everyone to the meeting.

MATTERS ARISING FROM PREVIOUS MEETING. That are not covered in the minutes.

STAFF ROLE IN THE SURGERY – a briefing, unfortunately no one was available this evening, **ACTION** Christian will arrange a member of staff or Florence from Shadforth to brief the January meeting. The Practice Manager has been in contact with a number of our Allied Health Team to try and ensure we have at least one firm contact booked for the next PRG meeting.

Ingatestone Station Ticket Office – the Practice had written to Greater Anglia and explained why a manned ticket office was so important to us. It's understood that over 500,000 people had written objecting to the closures. Responses to the survey are now being reviewed.

Telephone system: the problem about staff leaving a message on someone's answerphone and when the patient rings in (or even comes into the surgery) the reception staff don't know who has tried to call the patient. **Action:** Christian is still working on this and hopes to have an answer for the next meeting.

Post Action note: Christian has drafted a simple to use 4 column chart to record those voicemails left by staff with brief info on which staff member called, date and time and brief note on the subject matter so other staff can pick this up when the patient returns the call or visits the Surgery.

Pylons – the practice had written in and objected.

RHS outreach group Christian has contacted the RHS's Alison Findley to see what could be done and awaits her response.

Premises: The Integrated Care Board's (ICB) Estates Director, Pam Green, is going to take part in a meeting with Brentwood Council regarding Ingleton House as the NHS (or at least the practice, the PCN and the ICB) are still keen it should be the medical practice centre. It seems Brentwood Borough Council think that we are not interested and Pam Green will correct that view, but it is NHS Estates that are dragging their feet suggesting that The New Folly isn't high enough on their priority list.

This meeting is on Monday 16 October and Christian will let the PRG know what the outcome is and if we can help.

Dementia; Christian said that a meeting of the practice's dementia friends group led by the Essex Dementia Lead, Mark Neville, will be held on Tuesday afternoon of 6 February 2024 (part of the staff monthly ICB/GP Surgery training) and the PRG will be invited as will the Alzheimer's groups. Also, the practice hopes to assign one member of staff to be a dementia link.

Loops, Christian is looking into a loop system for deaf patients.

PRACTICE UPDATE

Staff changes

Dr Bailoor reported that Sue Rogers had been recruited to take over from Pauline who had retired (although will still be helping at the Practice until the end of the year). Sue is an experienced district nurse who knows our area well and will be the surgeries Practice Nurse.

A new Physician Associate, Priya Sharma had been appointed who takes over from Dexter. She has a wide experience and will be able to offer treatments for blood pressure, chest infections, heart problems, medical reviews etc.

PCN Update

Christian reported that:

Dr Tahlil Rashid has been appointed as the Lead GP for Care Homes.

There will now be Multiple Disciplinary Team (MDT) meetings for Gold Standard Framework (GSF) (cancer, palliative, heart failure) and care home patients which will mean the patients under review will have the benefit of an overall view of their condition from some 18 agencies to determine how they can best be supported.

The PCN will now start carrying out structured medication reviews, known as SMR of those patients on 10 or more different drugs to see if these can be reduced or even if the patient still needs them.

There will be a GP liaison officer that will focus on supporting carers. So, it is important that carers are identified within the practice patients so they can get this support. **Action** everyone to spread the news that carers should let the practice know about them (they can just tell reception).

The Practice has its own designated Social Prescriber, Sanah Sheraz, who works for the Brentwood PCN Social Prescribing Team and Hub; an appointment can be made through reception.

Other updates

Patient access to their clinical records should be going live at the end of October, these will only show future medical information not past.

Flu inoculations were now available from the nursing team, appointments need to be made through reception.

Covid vaccinations, the NHS had only delivered the vaccines for the Brentwood PCNs to one place so the decision was made to provide booster vaccinations at the ACE Brentwood Hub. Further clinic dates will be posted when known. ACE are providing the vaccinations to the Practice's housebound patients and those in the Ardtully Care Home.

It is expected that in late 2024 Covid & Flu will be in one jab.

Pneumonia vaccine is available to everyone over 65 years old and Shingles to everyone above 70, again please contact reception to make an appointment.

Any other business

The message at the bottom of the prescription notes was out of date – **Action** Christian to update and keep updated.

Parking is a problem for the surgery team in Bell Mead, they receive parking fines for being in the 2 hour free slots too long. - **Action** Martyn to contact Brentwood councillors.

Doctor working days are not clear on the web site – **Action** Christian. GPs such as Dr Laura Stansfield (Mon AM and all day Tues), Dr Tahlil Rashid (all day Tues and Wed) and Dr Harish Masson (all day Wed and Fri) all work dedicated days/sessions. GP Partners Dr Sheetal Bailoor and Dr Santana Chatterjee work flexible days and sessions which allows them to back up the main weekly GP rota and to complete their admin sessional work, hence they do not have dedicated days. This will be defined better on the main website staff pages.

The surgery is finding accessing blood results from Broomfield a problem and when patients come out of hospital their notes are not updated very quickly so the practice doesn't know what medication should be given or continued – **Action** Martyn to find out.

Dr Bailoor reconfirmed that if patients do not want to tell the reception staff what they want to see a doctor about that was fine, but they might miss an opportunity to be seen by a specialist earlier.

The Practice Manager reiterated his sincere thanks and appreciation for the real and effective support from the PRG membership, it is valued and they help us spread our messages and notices wider into the community.

DATE OF NEXT MEETING. Wednesday 24th January 2024.

