

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 14 December 2021 @ 13:00

Agenda

1. Present & Apologies For Absence
2. Updates on Ongoing Work Strands
3. New Work Strands – Patient Driven Initiatives / Patient Suggestions
4. News from the Practice
Primary Care Network News
5. Staff Updates
6. Pharmacy Updates
7. Any Other Business
8. Date of Next Meeting

Minutes

- 1. Present:** Dr JA
Mrs SH (HCA)
Mrs NA (HCA)
Miss SK (Reception)
Mrs BM (Pharmacist)
Ms CM (Patient)
Mrs NK (Patient)
Mr UK (Patient)
- Chair:** MM

Apologies for Absence: DS

The chairperson welcomed all members of the Kingsmead PPG Meeting.

2. Updates on Ongoing Work Strands

There is nothing current to be updated in this regard, but Kingsmead will keep PPG members abreast should this change.

3. New Work Strands – Patient Driven Initiatives / Patient Suggestions

We have asked the community via newsletter if there is anyone who would like to volunteer with the PPG going forward and we are awaiting replies. We are keen to recruit 2 Afro-Caribbean volunteers to ensure broader patient representation.

MM opened to the floor any suggestions for new initiatives or suggestions. CM mentioned appointment booking was the go-to topic which requires improvement from a patient perspective.

JA advised that Kingsmead offer very efficient access compared to other surgeries in the region and that staff will always try to accommodate if there are any patients who need to be seen as an emergency.

SK provided an update from the Reception perspective, citing that the phones ring non-stop and the team also make patients aware about pre-bookable options.

MM advised that the appointments offered at Kingsmead are more easily accessible than other surgeries she has worked in where substantial waiting periods were the norm. E-Consult was also mentioned as another option for patient access for non-emergency appointments.

4. News from the Practice

The Newsletter is now available on the website. Please try to browse when you can. Most notably, the E-Consult service will be coming to Kingsmead shortly. Patients can submit a request online in respect of non-urgent health issues, with a turnaround time of 3-4 working days.

CM queried if the newsletter could be printed as some patients are not reached via online mediums. MM advised that this would be costly and time-consuming, but could be done via request from patients who do not have access.

PCN News – At the forefront of current updates we have the CV19 booster jabs campaign for those 18 and over, with the most vulnerable being prioritised. These are now available via Silverfields Pharmacy.

JA advised that Kingsmead have not been given a role in the roll-out of CV19 booster jabs pro-tem.

5. Staff Updates

As per newsletter, but MM ran through the list of those who have retired and those who have started at Kingsmead.

JA updated that when Dr Adireddi retired, there was 'incredible demand' for patient appointments. In light of this, capacity and sessions have been increased to accommodate this demand.

CM enquired re. SD, First Contact Physio; JA advised his role at surgery was initial triage with ability to refer and provide exercises for those in need.

6. Pharmacy Updates

Dosette boxes – Latest update is that they remain until March 2022; thereafter, they will only be applicable to those who are on particular benefits. JA provided some background to this insofar as NHS England has stated that lack of funding is the reason for this change.

7. Any Other Business

BM announced that she is moving to part time hours next year.

Prescriptions – A number of issues regarding prescriptions were raised, including BM advising her customers that if they have ordered prescriptions there is a 48 hour turnaround. If they have not ordered, BM asks them revert back to their GP.

Inhalers – BM advised that she explains to her customers that she can only issue a 2 month supply at a time.

Rescue packs – Steroid and Anti-biotics (sometimes with an inhaler) to be used in the event of emergency. Some packs are used routinely by patients and not at the time when they should be used, for instance, in the event of an emergency where there is a flare up of symptoms in COPD patients or the elderly. Patients need to use logic as to when the best time is to use the packs as misuse can harm. JA advised that this point was when infection causes significant issues for the patients, so everyone needs to come on board to promote this message.

CV19 boosters – JA reiterated the Government advice of getting the CV19 booster done.

CM advised that she was not keen as she was fearful regarding an MS relapse.

UK also advised that he has reservations as he was ill for a lengthy period following his second vaccination with joint aches and leg pains.

JA advised that viruses mutate and whilst the second dose strengthens immune response, the booster enables the body to become stronger in respect of fighting infections. The vaccine dose is the same as for the 1st and 2nd dose, so if no reactions experienced with them, there should be no further reactions from the next dose.

The new Omicron variant is easier to transmit and it is not known if continual boosters will be needed at this time. Obesity was cited as a factor in terms of a lesser known underlying condition for CV19.

JA stated that it remains a personal choice about whether or not the booster vaccine is taken up by patients; however, JA would like the message to go out to the community that the advice from the surgery is to get the booster done.

Patient Satisfaction Survey – Kingsmead will be sending this out to patients in January. MM asked if the volunteers could help spread the word and try to get patients to engage with the survey so we can gauge where we need to improve our services or do anything differently.

8. Date of Next Meeting

Planned for 16 February 2022 at 1pm, so please put this date in your diaries.

Meeting concluded at 14:10