

PARKLANDS PATIENT FORUM

MINUTES OF MEETING HELD WEDNESDAY 7th JUNE 2023

ATTENDING: Alison Collier (Chair) Karen Martin, Peter Wright, Linda Pibworth, Michael Pipe, Elaine Yates, Susan Twitichings, Dr Victoria Barber (GP), Mandy Hack (Practice Manager)

APOLOGIES: Christine Murdin, Ray Wood

MINUTES OF LAST MEETING

Agreed

MATTERS ARISING FROM MINUTES OF LAST MEETING

None

STAFFING

- Practice Nurse Charlotte has settled in well and has completed her cervical smear training.
- Nursing Associate Kirsty will shortly be out on placement to complete her University top-up training to become a Practice Nurse.
- Practice Nurse Chelsea has started her University day release to train in minor illness and become a prescribing nurse.
- Locum GP, Dr Lupu, will join us for some sessions in September.
- Dr Oguocha and some other locum GPs will continue to hold sessions over the summer to help us deal with the continuing demand on services.
- We are recruiting for a further receptionist to join the team.

COVID SPRING BOOSTERS

- The Practice has successfully completed the Spring booster campaign. Clinics have not been as well attended as previously, but there was still a good uptake among the elderly population. Care home and housebound boosters have also been completed by our Community Advanced Nurse Practitioner.
- We have no details regarding Autumn boosters as yet.
- Flu vaccines will arrive early September and the Practice will offer a Covid booster at the same clinic if necessary, where vaccine supply is available.

DIGITALISATION OF RECORDS UPDATE

- Funding was approved for digitalisation of medical records and this has now been completed. This will be of benefit to clinical staff reviewing medical records as everything is now in the patients' computerised records.
- Lloyd George envelopes (which held the paper medical records) need to be retained on site and forwarded back to NHS England Registration Department when a patient transfers to another Practice.
- The removal of records gives us a large office in the downstairs admin area and the plan would be to set this up as a meeting room and hold some coffee morning groups for patients with our Care Co-ordinator, such as bereavement groups, carers groups.

TELEPHONE SYSTEM

The Practice is working towards the Advanced Telephony Better Purchasing framework. We do currently have a VoIP system (voice over internet protocol), but are currently reviewing what other systems are available or if an upgrade is possible.

EAST NORTHANTS PATIENT PARTICIPATION ASSOCIATION (ENPA)

- ENPA invites each patient forum in East Northants to send two representatives to each meeting.
- ENPA Chair and Vice-Chair now regularly meet with the East Northants PCN Manager.
- The Practice has attended in the past but didn't find this beneficial, however, Elaine has started to attend and found it a positive experience.
- ENPA plans are:
 - Undertaking public consultation with focus groups representing sections of the local community (disabled, parents of young children)
 - Continue taking feedback from the local community to the East Northants Wellbeing Forum
 - Monitor developments in health care and support patients' local issues
 - Monitor the decline in public transport and the effect this has on access to services
 - Regular meetings to share experiences and discuss relevant topics
- Other members of the forum agreed to attend with Elaine, as time and schedules allow.
- The Practice will provide regular reports to ENPA.
- Elaine brought to the meeting some copies of the ENPA Annual Review. If forum members would like a copy of this, please let Mandy know.

DNA (DID NOT ATTEND)

- The Practice Care Co-ordinator, Sasha, continues to monitor those patients who book an appointment and fail to attend. A text is initially sent to these patients and those who fail to attend 3 times are contacted by telephone.
- We are also monitoring those patients who fail to attend hospital appointments.
- Medical records are reviewed and patients failing to attend on more than 3 occasions are discussed at Practice based MDT meetings.
- If patients are on the Practice's safeguarding, frailty or collaborative care register, attendance is discussed with the relevant team.

COMPLIMENTS, COMMENTS & COMPLAINTS

- The Practice was rated within the top 10 of GP Surgeries in Northamptonshire in the 2023 patient survey, with 89.9 percent of patients surveyed saying their overall experience was good.
- The Practice has received thank you cards and flowers this quarter.
- There have been no complaints with a common theme.

ANY OTHER BUSINESS

- Dr Barber gave an insight into the working day of a GP, starting at 8am with reviewing results, clinics from 8.30am to 12.30pm, seeing approximately 25 patients per session (although this can be more, as any “extra” or walk in patients are split equitably among the partners and salaried GPs per session). Home visits, checking and signing prescriptions and reviewing hospital letters are carried out between 1pm and 3pm, when clinics start again until 6pm, leaving time at the end of the day to review further test results.
- Dr Barber explained most letters and results now arrive electronically into the referring or requesting GPs clinical system inbox, which is beneficial as this reduces the delay in waiting for a letter to arrive by post, then be scanned into the records before being reviewed by the GP. It also eliminates paper, ensuring we comply with the NHS paperless strategy. Most prescriptions can now also be dealt with and signed off electronically

2024 MEETINGS

6th March via Zoom

7th June at Parklands Surgery

6th September via Zoom

6th December Parklands Surgery

DATE OF NEXT MEETING

Wednesday, 6th September 2023, via Zoom