

Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am on Tuesday 16th September

Zoom Meeting

Attendees: Zoom Meeting

Bill Harrison
Jim Bowen
Sarah Bradbury
Ken Sheppard
Carol Fryer
Roy Ellwood
Jacqui Downs
Sheila Nicholas

Dr James Ward, Partner
Alison Stubbs Patient Liaison Officer

	Notes of Meeting:	Action
1.	Welcome and apologies Apologies from Gary Smith	
2.	Matters arising from minutes of last meeting No matters arising	
3.	Practice Staff update and operational issues Staff update JW - We have appointed Dr Farrah who will be starting with us October 1 st she will be doing 4 full days. This will help to cover Dr Mohanna who is taking a sabbatical in two weeks' time. Dr Mohanna has been invited back to the Rohingya refugee camps to support the teaching programme there for some of the doctors in the aid agency clinics. We are also taking on a locum who will be covering Thursdays and Dr Huisman has offered to help. RE – Asked to pass on PEGs congratulations to Dr Mohanna. Clare our new nurse has settled into the practice well. We have a new HCA who has started We are bringing back INR clinics our aim is these will be running by the end of December. Flu Clinics have now been set up which will be starting in October. Pre-contract has been signed for Greenwood House.	

<p>4.</p>	<p>COVID</p> <p>JW – Press have released recent information about how GP’s need to start seeing F2F appointments</p> <p>Guidance was relaxed in August regarding how GP’s were meant to be seeing their patients, we have followed guidance all through and put a plan in place to meet the needs of f2f appointments. Previously a clinician would triage the patient; this is now done by the receptionists to enable them to book f2f appointments.</p> <p>Chase Town is now operating.</p> <p>Covid Patients – 2 confirmed cases but numbers still low across county.</p> <p>Appointments offered in August – Data was shared and discussed how f2f appointments have increased in the last half of August and we expect to see a rise through September due to the new plan</p>	<p>Data will be shared on website AS</p>
<p>5.</p>	<p>Recalls</p> <p>JW – Due to our nurse manager being on annual leave – feedback will be given more next month. At present we are using Proactive and Medical recall system</p> <p>RE – How does it work?</p> <p>JW – A medication alert will get sent 2 months after your birthday which would encourage the patient to book in for a medication review, this would then prompt that your annual review is due.</p> <p>JB – Shared that the system had worked well for him.</p>	
<p>6.</p>	<p>Online Services</p> <p>AS – Updated the group regarding our website supplier. After looking into other suppliers we have decided to stay with our current provider but will be upgrading to a new format, we expect this to be done by the end of the month (September)</p> <p>BH – Telephone system Patients have fed back that they are finding it very frustrating with getting through on the phones, do we have any possibility of advising callers where they are in the queue this may help people with their frustration.</p> <p>JW – We will raise this to see if this is a possibility however I think we are tied into a contract.</p>	<p>AS will look into this feedback next meeting</p>

<p>7.</p>	<p>AOB</p> <p>Flu clinics – Alison has sent email to the group asking for volunteers.</p> <p>The following members have volunteered:-</p> <p>Beth - 10th Burntwood Hudson Drive Sheila - 17th St Chads Bill - 17th and 24th Oct</p> <p>SN –Raised that there is problems with queueing at the pharmacy within St Chads health centre making the area very busy.</p>	<p>AS will liaise with Nurse manager and volunteers</p> <p>AS – Raise with KD</p>
<p>8.</p>	<p>Date and time of next zoom meeting</p> <p>Tuesday 13th October 11 am</p> <p>JB is on holiday for next meeting - apologies</p> <p>Thank you all for your continued support</p>	