SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Minutes of Meeting 15th September 2021**

**In attendance:** Suzanne Myers (Practice Manager) SM

Carol Bore (Business Manager) CAB

Mr Francis DeSouza (Chair) FdS

Mr Robert Marshall RM

Mrs Natalie Baker NB

Mrs Brenda O’Neill BoN

Mr Michael Edinberry ME

Mr John Bateston JB

**Apologies** Mrs Sharon Dunn SD

Mrs Gill Cross GC

**Welcome, introductions and apologies**

FdS welcomed everybody to the meeting and outlined how the meeting would run. As we had not been able to meet in person for some time, everyone in attendance gave a brief introduction.

**SMP post covid (ways of working / challenges / abuse to staff)**

The new ways of working during covid were discussed. RM said that some patients may find it difficult to take a call from the doctor when they are not given a specific time. SM explained that this is not easy to do as they can run late and have to deal with emergencies. CAB said that the GP looks at the telephone list and will often call patients depending on priority of the problem. The patient is told that the call will either be am or pm. We cannot return to all face to face appointments at the moment as it would result in a crowded waiting room which we are unable to have whilst covid rates are still high. It is unlikely that we will fully return to this as we have found that telephone consultations work well and suit a lot of patients.

Despite this the feeling from the group was that the triage way of working does work well and receptionists are signposting patients appropriately.

JB asked about NHS111 calls as a friend called them and was given an appointment on the same day with his registered GP. He wondered if this was possible. CAB explained that this could happen as NHS111 do have slots bookable directly into our appointment screen.

The new pharmacy consultation service was discussed and SMP have gone live with it today. This will enable the reception team to refer directly to a pharmacist if they think it is appropriate. A list of referral criteria will be sent with the minutes for information.

Unfortunately we have seen a rise in abuse to staff. This week we have needed to send two zero tolerance letters and have put up posters telling patients that this is not acceptable.

**Covid boosters and flu vaccinations**

Covid boosters have just been announced for all patients over 50, health & social care workers, and those with underlying health conditions which put them at higher risk of covid-19. SM said that our boosters will be done at SAGA and we hope to start them for our patients as early as next week. To be eligible it must be 6 months since the 2nd dose. BoN asked how patients would be informed of this. Information will be put onto our website and posters in the waiting room. Patients will be sent a link to book their own appointment or they will be contacted by the surgery if this is not possible.

Flu vaccinations are delayed this year due to the lack of HGV drivers. SMP have had to cancel the flu clinic that was arranged for this Saturday. We do not know when we will get delivery of our vaccines, but we will arrange clinics as soon as we are notified.

JB asked if the flu and covid vaccination will be given together. Although this is possible, it is unlikely to happen due to different delivery dates. At present the plan is for us to do our own flu vaccinations and for patients to attend SAGA for their covid booster.

FdS, RM, NB and ME said that they would be willing to help at the flu clinics if needed.

**Practice survey**

FdS said that he thought it would be a good idea to carry out a practice survey. However on discussion it was felt that this was not a good time as the practice is so busy. This will be looked at it the New Year.

**Nominations for Vice Chair**

No one put themselves forward for Vice Chair. This will be carried forward to the next meeting.

**Data Sharing**

SM explained about the National data opt out. This was withdrawn in the summer as it was felt it had not been advertised to patients effectively. Data held in a patients GP medical records will be shared with other health professionals for the purposes of individual healthcare and with other organisations to support health and care planning and research. B0N asked if it was possible to opt out of part of this, which it can. To opt out a patient can express their preference using the following link <https://www.nhs.uk/your-nhs-data-matters/> , it can also be done using the NHS app.

A type 1 opt out form can be completed at the practice for us to code but this may not always be supported in the future.

We discussed how this could be shared with our patients, along with the news of the covid booster programme and the flu vaccination programme.

Although the website is continually updated, not everyone has availability to this. ME said that previously we had produced a quarterly newsletter, we could put posters in the library and age concern, or articles in the Sandwich magazine. BoN asked whether we had considered a Facebook page. The practice has always been reluctant to do this as we have had negative comments on the local Sandwich community Facebook page. NB said that it is possible to have a Facebook page with the comments turned off. This will be further discussed in the practice.

We do have the capability to send out bulk texts. Everyone thought it would be a good idea to do this to inform patients of the covid boosters. We will do this next week once SM has attended the meeting on Saturday at SAGA.

AOB

BoN asked FdS if the PPG could thank the staff of SMP for their hard work and efforts over the past 18 months. This will be relayed to the staff.

Date of next meeting – Wednesday 15th December 2021