**Minutes of Meeting held on Wednesday 11 October 2023 at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Carol Bore (Business Manager) CB

Mandy Sheard (Lead of Prescribing Team) MS

Francis deSouza (Chair) FD

Brenda O’Neill (Vice chair & note taker) BON

John Bateson JB

Mike Edinberry ME

Robert Marshall RM

Alanda Tofte AT

1. **Welcome, introductions and apologies**
   1. FD welcomed all and especially potential new member Alanda Tofte. .
   2. Apologies received from Natalie Baker and Sharon Dunn.
2. **Minutes from the last meeting held on 22 March 2023 – agreed. The following** matters arising were noted:
   1. Since commencing a project in July the Practice had achieved a 35% reduction on communications via letter to patients, using the text messaging service instead.
   2. No representative from East Kent Hospitals University Foundation Trust (EKHUFT) could attend to talk about their patient portal.
3. **SMP Practice update** 
   1. The Practice Organisation chart was provided.
   2. The Practice had a large turnover of reception staff and new receptionists were commencing this month.
   3. The diabetic nurse was leaving to work in another Dover practice and interviews for a replacement were underway.
   4. Staffing had been increased (to 3 people) to cover the peak time (0800 to 0900) for telephone calls in to the Practice.
   5. The Practice had introduced a recall smear programme improving access for ladies booking from home and more appointments being offered early in the morning or later in the day (to encourage more working ladies).
   6. A new trainee GP had started with the practice and more trainees in different fields expected. All are welcomed additions to the Training Practice.
   7. A new phlebotomist had been employed so more appointments for blood testing can be offered - 2 sessions per week.
   8. Improved signage for the three zones was in place.
4. **Flu and Covid Update**
   1. MS reported that they had completed all vaccinations in care homes and almost all the housebound (of which there are 70 patients in the area). The children’s flu vaccination programme had been completed. Two Saturday clinics had taken place with 850 patients on the first and 550 patients on the second receiving their vaccinations. 950 patients were booked for the upcoming Saturday.
   2. The Group agreed that the Practice had done well in covering so many patients in this programme.
5. **Practice process for dealing with prescriptions**
   1. In response to the request for more information from BON MS described the process and provided each group member with a copy of the Practice’ Repeat Medication Protocol.
   2. On a Monday 2 members of staff deal with between 400 and 500 prescription requests (around 200 received online). On other days the number was around 300 per day. The team tried to clear all requests on the day they are received.
   3. MS described the timeframe for requesting and processing repeat prescriptions and added that her team also highlighted where medication reviews were required or blood etc tests needed. If a medicine is not on a patients repeat list then a message can be included when ordering the repeat.
   4. It was explained that prescriptions submitted to Eastry Pharmacy were dealt with in-house (although it was noted that they were losing staff). But those sent to Sandwich Boots are sent away by Boots for processing and packaging and returned to Sandwich Boots for dispensing to the patients, hence extra time is needed for patients to collect their medication.
6. **Primary Care Network (PCN) PPG update**
   1. BON had attended a recent PCN PPG meeting (report had been sent to all members).
   2. ***Enhanced Access*** - This was the main topic discussed with reports on the usage, including the level of Did not Attends (DNAs) provided (very low DNAs). The service was being well used by all Practices and very positive feedback received from patients who had been randomly selected to express their views. BON will ask the PCN if they could provide more feedback on SMP patients using the service. **ACTION: BON**
   3. ***Ear Irrigation*** – Some other PPG’s members had raised this as an issue with no such service provided by their Practice. As a result of this being raised SM reported that all Practices in the PCN will deliver this service.
   4. ***Social Prescribing*** – Kat Shonk (Senior Social Prescribing Link Worker) provided information on what Social Prescribers do and support patients with a wide range of initiatives. BON suggested that this would be a useful topic for PPG Members and it was agreed to invite Kat Shonk to the next PPG meeting. **ACTION: SM / FD**
7. **Any other business**
   1. RM queried how patients with heart failure are called up for blood tests. He was advised that the Practice needs to know from the consultant (referring clinician) what types of tests are needed.
8. **Date of next meeting** – **24 January 2024 at 4pm at the Practice.**