



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 7 September 2022 @ 7:30pm

<u>Present:</u>	Barry Dickens (Chair)	Dr Lennox (GP)	
	Elaine Wells	Paul Gomm (Practice Manager)	
	Quentin Webb		
	Edgar Valentine	Michelle Walker	

Action

APOLOGIES:

- Glen Higgins sends her apologies as she is unable to attend this meeting

MINUTES OF THE PREVIOUS MEETING:

The minutes of the last meeting were agreed to be a true representation of that meeting, albeit with a couple of small typing errors in the paragraph entitled, NHS Staff Absenteeism Rates.

MATTERS ARISING:

- There were no matters arising from the previous meeting on 1 March 2022

AGENDA ITEMS:

SURGERY UPDATE

- Dr Lennox spoke about the recent and upcoming developments at the surgery.
- **Flu & COVID Vaccination Clinics** - The Practice is currently preparing for this years' Flu campaign, which will also run in conjunction with a COVID Booster vaccination campaign in 2022.
- The Practice has already organised for 2 Saturday clinics in October (the 8th and the 15th Oct 22) plus a few Wednesday afternoon clinics.
- Dr Lennox advised that we are currently awaiting the delivery of the Flu and COVID vaccinations, which are due soon.

- Invitations will be sent via a text message to patients in the order of:
 - Patients aged over 65 years
 - Patients who are considered “At Risk” due to existing chronic diseases
 - Patients aged over 50 years
- The Text Message invitations will allow patients to book themselves directly into a clinic of their choice at Chapel Row Surgery.
- Patients will still be able to book via a telephone call to the Surgery Reception Team if this is preferred.
- Patients will be offered 2 vaccinations at the same visit for Flu and a COVID Booster and the COVID Booster is relevant even if patients had a previous booster vaccination 6 or so months ago.
- The vaccinations will be given Flu in one arm and COVID in the other arm at the same visit.

- **Practice Pharmacist** - Dr Lennox advised that our practice Pharmacist left us in March 2022, due to her husband’s job change and we have recruited a replacement Pharmacist and she starts at the surgery next month.

- **Dispensary Lunchtime Closure** - Dr Lennox spoke about the decision taken to close the Dispensary to patients over the lunch period 12.00 noon to 2.00pm each weekday in September.
- The Doctors took this decision due to a number of influencing factors which includes a reduced workforce (staff illness and some staff losses) and the reduction in the availability and thus supply of medicines to the surgery from our various pharmaceutical wholesalers.
- The Dispensary staff use a number of wholesale suppliers to obtain medications to meet our patients’ needs and this has become very challenging over the past 6 to 12 months.
- The Dispensary remains open on Saturday mornings to help with patients who wish to collect their medications and the dispensary is open from 7.30am each weekday morning to help patients.

- **Surgery Telephone System** - Dr Lennox also spoke about the new telephone system which started on 19 August 2022 and which provides us with greater flexibility.
- EW feels that the initial welcome message is too long and PG advised that the practice is required to advise patients about emergency situations and about what to do in the event of a suspected COVID infection during our welcome message. Inevitably this makes the message longer than if we did not provide this essential information - patients who wish to speak to a Receptionist can still press 1 for Reception and avoid listening to the whole welcome message, just as they were able to with the old telephone system.

- **Patient Panel / Patient Voice** - Barry Dickens (BD) attended the Patient Voice meeting earlier this week and there were a number of key topics discussed at the meeting:
 - **Medications** - A number of people were commenting about how difficult it is to obtain medications from local chemists
 - **Access to a Doctor** - A number of people were quite upset at how difficult it is to obtain an appointment with a Doctor
 - At Chapel Row Surgery we have:
 - 3 Full Time Partner Doctors plus
 - 2 Salaried GPs who work ¾ time plus

- 2 Full Time Foundation Trainee Doctors on a 4-month at a time placement plus
- 1 Full Time Specialist GP Trainee doctor
- Dr Lennox advised that we try to enable patients to see whichever Doctor they wish, subject to availability and patients have choice over which clinician they see.
- BD advised that the most recent national Patient Survey results were quoted at the meeting and Chapel Row Surgery scored in the high 90% in access to a GP
- Dr Lennox added that with our interactive digital website where patients can contact us without having to come (initially) to the surgery and this ensures we can accommodate a wide variety of patients and our clinicians respond to patient requests via the website within a few days (and within a few hours if the patient's need is urgent).
- The Doctors will always bring a patient to the surgery for a face-to-face appointment if this is required and Chapel Row Surgery has maintained this throughout the COVID lockdown period, although in reduced volumes to keep patients and staff safe from infections.
- Edgar Valentine (EV) praised the work done by the Practice Nurses of which EV has first hand experience.

Meeting closed at 8:20pm

DATE OF NEXT MEETING:
To be Advised

AGREED ACTION POINTS:

TOPIC	AGREED ACTION

END OF MEETING MINUTES