**PRG Meeting – Monday 17 May 2021**

Present

Angela Marwood Practice Manager (Temp. Chairperson)

Sonia Poulson Finance Manager (Minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Kate Lamb Assistant Practice Manager

Rianne Norton Communications and Patient Contact Manager

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

Welcome and Introductions

Angela welcomed everyone to the meeting and said it was lovely to see everyone again.

Previous Minutes

Angela thanked Sandra for her Facebook post, and Sandra said she was happy to continue with the posts.

Angela explained that there was no agenda for the meeting today but would provide an overall practice update.

Practice Update

**Covid Vaccines**

All Pfizer vaccines are being administered at Churchview Medical Centre. The Oxford AstraZeneca vaccines have been distributed between local practices; we have been holding regular clinics at Kinsley Medical Centre.

A member of the group stated that her husband had been to Kinsley Medical on two separate occasions and had noticed that patients were turning up a lot earlier than their given appointment time.

Angela explained that the local school had been very supportive in advising parents not to park in the surgery car park due to the increase in football and traffic when clinics are being held.

Angela explained that we are informed by the Clinical Director approximately one week before each vaccine delivery; it is then our responsibility to book the clinics, arrange staffing cover and book the appointments. This is all incredibly time consuming on top of our regular workload.

We do also have members of our administration team and reception team who have been trained to administer vaccines. All of our members of staff have been brilliant in offering their help to both administer the vaccines and complete the administration procedures.

A member of the group enquired as to how many vaccines can be administered from one vial. Angela confirmed that the AstraZeneca vials come with 8, 10 or occasionally 12 vaccines per vial, but the Pfizer vials only contain 6 doses of the vaccine.

Angela explained that the Pfizer vaccines are currently being used for second doses and that we are hoping that all patients will have received their second dose within the 12 week period.

Any patient that declines their first vaccination will be coded appropriately on our clinical system to prevent further recalls. Patients can change their mind if they decide at a later date to take up the vaccine.

Angela confirmed that we are currently on Cohort 9 – 50 and above for 2nd doses – and we are currently contacting these patients to book appointments.

**The National Booking System**

Angela confirmed that the National System is currently taking bookings for the 49 years and under cohort, and believe they are now calling patients in their 30’s. If patients book using the National Booking System, then they will be required to attend elsewhere for their vaccines rather than via their GP surgery. By the time we get to this cohort many of our patients may have already been vaccinated.

A member of the group asked how it would be possible to cancel an appointment if there were two appointments booked for the same vaccine – via the National Booking System and via the practice.

Another member of the group stated that the relevant telephone number should be on the National Booking Site website; a further member stated that they had contacted 119 to cancel their appointment.

A question was raised about the booster vaccination. Angela confirmed that we haven’t had any news as yet, and that we will provide an update once we receive any further information.

**Biobank**

A member of the group explained that your Covid vaccine is logged onto your biobank. Biobank is a database for your family. She explained that you sign up for the service and then spend a day in Leeds whereby you undergo tests/examinations and all records are kept for your family. She states that it has been ongoing for the last 10-15 years.

Lloyds Chemist Hemsworth

A member of the group explained that she had been experiencing problems with her pharmacy. Other members of the group commented that both Tesco and Cohen’s pharmacies offer a text message service which advises when your prescription is ready to collect.

Face to Face Appointments

Angela explained that she had received a letter over the weekend about re-instating face-to-face appointments. It has been approved by the LMC (Local Medical Council) and will be phased in in due course with the agreement of the Partners.

Phones

The telephones have been extremely busy recently, and this has not been helped by the increase in patients contacting the surgery to book their Covid vaccination.

Endoscopy clinics have also increased from two days per week to six full days; all of the patients booked into these clinics need to be contacted for a telephone triage appointment and advice re: bowel prep. This also adds to the demand on the telephone lines.

We are in the process of contacting our telephone provider to see if there is the possibility of increasing the number of telephone lines into the surgery.

All clinicians (GPs, ANPs and nurses) are also conducting telephone consultations; again, this adds to the demand on the telephone lines.

A meeting has been arranged with clinicians for Wednesday 26th May 2021 to discuss, amongst other topics, the red room, appointments, and how we deal with patient test/investigation results.

We will consider whether it would be feasible to book an appointment for patients to discuss test/investigation results rather than sending a letter to the patient asking them to contact the surgery themselves to book the appointment.

We will also discuss opening up appointments up to two weeks in advance. Fit notes, if they were an extension of a sick note, have been posted out to patients but can now be sent via email.

Some of our GPs are eager to re-start face-to-face appointments as they prefer face-to-face to telephone or video consultations.

Covid

The practice has coped incredibly well during the pandemic. We continue to practice social distancing within all of our work areas and wear masks when moving around the building. There were more difficulties when children went back to school, but we have adapted our ways of working to accommodate the challenges that we have faced.

The CCG have provided us with lots of laptops; meetings have been conducted mainly via MS Teams and members of staff have been able to work effectively from home as required.

All members of staff perform lateral flow tests at home twice a week; furthermore, asymptomatic testing is carried out in the practice every two weeks.

Staffing

Dr Choudhary started with us in January 2021; he will perform minor operations when the service is reinstated.

We are yet to commence spirometry and we are only carrying out ear syringing on one ear at as time. Otherwise all other nurse led-services have been up and running again for a while.

AOB

A member of the group commented that Barnsley Hospital has now increased their face-to-face appointments as of this week.

We are still catching up with the other services.

We will continue to have early morning and late night appointments available to help accommodate workers.

We do have a Facebook page which is regularly updated.

**Action Point**

Sonia will invite members of the group to ‘like’ the Facebook page.

**Date of next meeting**

**Monday 28 June 2021 at 10am at The Grange Medical Centre, Hemsworth.**