

## Francis Grove Patient Participation Group

### Minutes of Meeting held remotely on Wednesday 27th October 2021

<b>Attendees</b>	WP(Chair), LB(Practice Manager), AM, GN, SP, WPr
<b>Apologies</b>	RA, LN
<b>Approval of Minutes of Last Meeting</b>	Minutes approved
<b>Help with taking the Minutes</b>	WPr agreed to help with this
<b>Actions Arising from last Meeting</b>	None
<b>Compliments and Complaints</b>	<p>LB reported that following the Press negativity relating to GPs, the practice had received some lovely compliments about individual GPs and Nurses. There is also a Good Google Review. One complaint had been due to a misunderstanding about prescriptions.</p> <p>The major theme of the Complaints Return for last year was related to Covid vaccinations. Although 50% of the complaints were partially or fully upheld this was largely to do with processes that weren't working and cases of human error. This in turn has led to some new learning by staff and the Practice.</p>
<b>Staff Update</b>	<p>Dr Adada is returning from Maternity leave but only for a month as she has resigned and an advertisement is going out for another salaried GP hopefully to do six sessions a week, an increase of 2 sessions.</p> <p>The Practice has taken on 3 Kickstart government funded placements of young unemployed people. These young people will need support and training.</p> <p>Diana, the Admin Manager who has been with the practice for more than 30 years is leaving in a month's time and will be replaced by Lynne (deputy reception manager) so a new Deputy Reception manager is currently being advertised.</p> <p>LB explained that there has been a lot of staff absence recently due to flu symptoms which have then required isolation and COVID PCR testing before they can return to work. Staffing is stretched and the team are pretty exhausted at present due to covering for each other.</p> <p>A new part-time pharmacist is starting soon called Naima</p>
<b>Flu Vaccines</b>	There has been a delay with getting the vaccines delivered for the over 65s but they should arrive by mid-November. Clinics are fully booked so there might need to be a Saturday clinic.
<b>Covid Boosters</b>	LB and members reported problems with the timing of the Boosters being six months after the second vaccination. Unfortunately the systems, recording of the vaccines and the text system are not joined up or sophisticated enough at this point to prevent people booking earlier than they should, meaning people are being turned away.
<b>Access to GPs</b>	Following a new Government Directive which includes details about ensuring more than 20% of

	<p>the appts are Face to Face. Whilst the practice understands patient desire to have face to face appts we are reluctant to increase face to face contact where it is not necessary to aid clinical decision making. There is a tension between the need for social distancing and filling up the waiting room and also the need for patients to queue outside. COVID cases are still very prevalent and our waiting area has no ventilation.</p> <p>LB acknowledged the difficulties in getting appointments and also the fact that Doctorlink for many people is frustrating and long winded. The demand across all of primary care currently is considerably higher than capacity. We are trying to address this by increasing the number of GP's as well as auxiliary staff such as Pharmacists. Doctorlink is commissioned by the CCG and the service is currently going through a procurement process which will include e-consultations as well. This will be rolled out next year, it could be Doctorlink again but it may well be another provider.</p> <p>LB also acknowledged the need for more phone lines in to the surgery and out of the practice. The phone contract is up for renewal in March so we will be getting a more up to date and user friendly system by mid next year.</p>
<p><b>Any Other Business</b></p>	<p>WP pointed out that the Francis Grove Surgery sign is barely visible due to the scaffolding.  <b>Action:</b> LB to ask the contractors to put up a temporary sign so patient</p> <p>AM reported finding an elderly woman in pain queuing outside the surgery. Would it be possible to have some folding chairs available?  WP reported about a Charity called Sit, Stop which possibly could help.  <b>Action:</b> LB to see what might be possible.</p> <p>The list of doctors on the door is out of date.  <b>Action:</b> LB aware of this but waiting until any new GPs have been appointed before updating.</p> <p>LB reported that lack of space for clinic staff continues to be a problem. The lease will hopefully be being renewed in December and thought is being given to the situation.</p> <p>GN asked how the Paramedics are getting on. LB reported that one of them concentrates on the housebound and the other on in-surgery consultation for minor conditions. The service they provide is proving really beneficial.</p>
<p><b>Date of Next Meeting</b></p>	<p>Wednesday 15th December 6.30pm to 8.00pm</p>