

Greenfield Medical Centre

Virtual Patient Group meeting 16th February 2022

Thank you to the 4 patients who attended. Apologies were received from 2 patients

Notes from the meeting:-

Jacqui Tonge (JT) apologised for the delay in having this meeting since the last one in November. This was due to the practice delivering COVID BOOSTER vaccinations at the surgery during the months of December & January.

Practice updates from JT

Staff leavers & joiners – Nurse Idazia & Dr Dhanjal left at the end of last year. Dr Dhanjal for relocation and Nurse Idazia to a new role in palliative care. We have since be joined by 2 new member of admin staff Cheryl & Linda, and Dr Kapoor is now a regular Doctor at the surgery on a Thursday & Friday . We are currently struggling to find a replacement Nurse but have cover for 2 days a week from Nurse Shereen. Looking forward we hope to have an additional GP in the late spring and to have recruited a Nurse.

Appointment Changes .As we move out of Covid restrictions and away from delivering vaccine the practice has reviewed its current appointment system and will moving to more face to face appointments as well as telephone and econsultations from 1st March. The practice still has an obligation to ensure both staff and patients are safe and will be maintaining social distancing, infection control measures and reminding patients that the wearing of masks when entering a healthcare setting is still mandatory.

Supporting the practice in evaluating system changes. JT asked the patients from the group if they would be happy to work with the team to evaluate changes in the appointment system.

Virtual group consultations:

The first virtual group consultation session is being held next week. The topic is weight management and there will be 3 sessions over a month. These sessions are managed by Dr Kapoor with support from our Nursing associate Yvonne and reception and care coordinator manger Amy. JT was asked how patients are selected for invite to these sessions. JT explained that searches are run on specific conditions to identify patients; in this case it would be a target BMI figure. If it was asthma it may be patients on the asthma register with poor control for example. JT was asked how such sessions are evaluated. JT

outlined that virtual group consultations are supported by the local health commissioners who provide feedback tools to evaluate the outcomes of such sessions.

Care Co coordinator role: Amy (AL) spoke to the group outlining her role. AL supports our vulnerable patients and carers. During COVID AL called this group of patients to check on them and offer support. AL also outlined the helping hand scheme which assists patients in accessing the practice during periods of difficulty with their health. AL added that the practice has another Care Co –coordinator who has a similar role supporting younger people children and their families. AL is also reception manger and leads on the non-clinical /admin side aspect of repeat prescribing. AL gave an explanation of elements of prescribing including repeat dispensing and how we interact electronically with local pharmacist.

Q & A

- Practice approach to prevention rather than cure?

JT detailed the systems in place to promote health prevention. Including screening programmes smoking cessation clinics and the virtual group consultation programmes as well as immunisation programmes for both children and adults.

- Engaging more patients to be part of group.

It was agreed to suggest different days and times for meetings.

To add some comments from the patients currently on the group onto the website.

Next meeting TBA.