

Greenfield Medical Centre

Virtual Patient Group Meeting 29th September 2022

Thank you to all the patients who attended. No apologies were received.

Notes from the meeting: -

JT apologised for the long-time frame between this meeting and the previous one and hopes to reinstate the meetings every 3 months.

Practice Updates from JT.

Staff leavers and joiners: - Nurse Idazia has just re-joined the surgery as a locum nurse. Dr Dhanjal is also doing regular locum sessions on a Tuesday. Dr Kahan is currently on maternity leave and is expected back in late spring. We also have a Paramedic James who is working with us one day a week for the next year, who is an extremely experienced clinician and will be working closely with the GPS in managing on the day urgent cases.

Extended Access Services. (EAS)

JT explained the new service provision of EAS which goes live on 1st October 2022. This is a service provided by the Primary Care Network (PCN) made up of groups of practices to deliver planned care appointments outside of normal practice hours. The service will be from 6.30 to 8pm Monday to Friday and Saturday & Sunday mornings. Patients do not book directly into these services but are contacted by the PCN admin team and an appointment booked for them to be seen, the service is predominantly dealing with the management of long-term conditions. (LTC). – Question from the PPG “will this speed up appointments or increase capacity” JT advised LTC are generally managed in normal clinical time by other healthcare professionals (Nurse/HCAs) however a lot of GP time is also utilised so it hoped that the EAS will free up some time to help with GP capacity. JT also explained that emergency care does not change out of normal hours and that these sessions are only for planned care appointments. Question from PPG – “practice is already overloaded will this not increase “– JT explained that the majority of the EAS sessions are being managed by other healthcare professionals.

Flu & COVID

All our care home patients have been vaccinated with the seasonal COVID booster, and flus will be administered by the end of October to the care homes. COVID for patients who are housebound will be carried out within the next few weeks as we are hoping to be able to vaccinate with both COVID & FLU -immunosuppressed or extremely high risk patients eligible for the seasonal COVID booster will be contacted to attend special clinics being run by the PCN. All other patients who are entitled to a seasonal COVID booster will need to book themselves to local pharmacies or centres that are doing the vaccinations. FLU clinics at the practice will commence week beginning the 3rd October for all patients over 65 and those over 50 who are eligible due to clinical conditions, all other patients over 50 will be able to have the vaccine from the 17th October this is to ensure that there is enough stock for the most vulnerable.

POLIO – The practice has also been involved in administering additional polio vaccinations to children under 10 as a booster and for children who have never had the polio vaccination. To minimise the risk due to polio detection in London.

Community Pharmacist Scheme

This is new scheme that is being rolled out across the country. Practices can refer patients directly to local participating pharmacists for a face to face appointment for certain minor ailments. There is an expectation that practices engage in this. The idea behind it is that it will free up GP appointments. A member of the patient group had a family member who had accessed the scheme and found it very good. The issue the practice has (as do most surgeries) is that people do not want to engage with the pharmacy preferring to speak or see a GP. Also, the pharmacists cannot prescribe and can only suggest over the counter treatments that patients must pay for, which those who do not currently pay for prescriptions are understandably averse to doing. JT asked the members of the group if they would consider utilising the scheme to give feedback. The group were keen to support.

Complaints review: -

JT presented the annual complaints review for 201/22.

JT discussed how complaints are managed and the reporting process by which all practices must adhere to.

Next Meeting TBC – This will be a face to face meeting.