**Church Farm Close Medical Practice**

**Patient Forum Meeting**

**Friday 24th June 2022**

Chaired by: Karen Nicholson – Practice Manager

Minute Taker: Anna Kiernan

Patients Present – RB, CT, RF, PW, CR

Patient apologies: PG

**Welcome** – KN welcomed everyone back into the surgery after 2 years due to Covid.

1. **Introduction**

KN explained that today’s meeting is a chance to talk about everything that has happened over the last two years since the last meeting and all the changes that have happened in the practice.

1. **Covid**

Discussion around Covid and what had happened during the pandemic. KN said it had been a very hard two years. Buzzers were installed at both practices to protect staff and doors had to be locked. The practice never closed, and appointments were always available, many of these were telephone consultations but Dr’s always did face to face appointments for anything urgent. The Manse had to close as there were not enough staff to keep it open and all phones were diverted to Lofthouse. KN informed the group that both sites are now fully open, and we are back to full capacity. Patients can have either face to face or telephone consultations depending on which we prefer and currently 88% of our appointments are face to face compared with 19% at some local practices.

1. **Phone Lines**

PW said she has struggled with the phone lines on occasion and when calling it just rings with no information on where she is in the queue. KN assured her that we have a new phone system but that due to the extremely high volume of calls there are sometimes glitches if too many people call at once this can happen but that there are always four receptionists answering phones during surgery hours.

**4.Covid Vaccines**

KN informed the group that we have now given over 13000 Covid Vaccine. The practice tried to do these on a weekend, so it didn’t affect the normal appointments. The group asked if these would be done at Lofthouse but KN explained the parking issue means that it is not possible so they will be done at The Manse. All targets have been met and we will now start again in September.

**5.Staffing**

KN gave the group an overview of all staffing changes, and information on the PCN. We are part of the LS25/26 PCN along with 6 other practices and we work together to decide what services we want. Funding goes to PCN for particular members of staff who then come and work from each practice.

1. Pharmacists – We have several pharmacists who carry out things such as medication reviews, care home work, and structured medication reviews. The group asked if GP’s can still do this and were told that they can, but the pharmacists do a lot of it.
2. Physiotherapist – Rob Southern is our First Contact Practitioner. He is one of three physio’s who work across the practice. KN explained that he should be seen for things like joint pain etc. as it means you can just see one person rather than seeing a GP who will then need to refer you to a physiotherapist
3. Physician Associates – Bethany Power and Amina Osman are our PA’s and work under the supervision of Dr Shrimpton. They are medically trained and can do most things a GP can but are unable to prescribe. They provide us with an extra 90 appointments for patients a week.
4. Health and Wellbeing Coach – referrals can be made to Helen, our health and wellbeing coach who can offer advice on things such as weight loss, healthy eating, exercise etc.
5. Planning Ahead Coordinator – Jo Joy-Jones works with patients discussing what they want to happen in relation to their care
6. Jo Lee- Jo carries out home visits to housebound patients for things such as blood tests, taking blood pressure etc

There are also weekend surgeries at New Cross arranged by the PCN for GP’s, Nurses and Health Care Assistants.

CT asked how reception know who to book patients in with as. KN explained that they are all trained and are now “care coordinators” so they ask questions to ensure patients are booked in with the right person. The group said that they had not known this and can sometimes feel like they are being fobbed off when not offered an appointment with a GP but that after KN’s explanation this now made sense. CT asked if a pamphlet could be made so patients understand this. KN agreed and AK and her colleague Emily Lunn will look at creating one and will then do a focus group to discuss.

KN went on to discus our own staff. Charlotte Johnson is now a qualified Advanced Nurse Practitioner and can prescribe. We currently have two locum Dr’s; Dr Wallace and Dr Jassal who are covering for Dr Lummis and Dr Tarr who are on maternity leave. The changes to the Nursing Team were discussed, lead nurse Tina Riordan has retired and been replaced by Maxine Grimbley, and we have also said goodbye to Cath Hall so an advert will be going out for a new Practice Nurse.

**6.Premises**

The group discussed the need for more space as the practice grown. KN informed them that we are unable to extend at Lofthouse as this was not approved so we need to look at ways of making more room at The Manse. One possibility is an extension to provide an extra 4 rooms. A discussion was had around the empty council buildings next door to the surgery. KN said that she had been round these with two of the partners and three local councillors, but it is not a viable option. The building is in a state of disrepair and to renovate and have it at the standard needed for a GP practice would cost around £1,000,000. Suggestions were made about renting parts out but there are then the concerns on the surgery being kept secure if other groups are in the building on an evening.

**7. Funding**

KN informed the group that she still has the £500 they were given to help with informing new people about the Patient Forum Group and encouraging them to join. The group will think of ways to use this, possibility of a coffee morning. KLN also suggested putting a question about joining the group on the next patient survey we send out.

**AOB**: Next meeting to be confirmed