

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on 16th March 2022

Present: A Kemshell, H Green, C Barter , C Eades, L Foude, G Ivey, R Shule

Apologies: M Mason, C Pearce

	<p>Minutes of Last Meeting: Minor adjustment to names of attendees.</p>	
	<p>The Meeting went around and introduced ourselves due the new member and to introduce Charlotte.</p> <p><u>Staff Update</u></p> <p>We have recently had a massive turn around of staff. Alison retired in December, so Rebecca is now the Practice Manager with Charlotte as her deputy. Karina has left results. We have Danielle and Aimee who have taken over results and are job sharing results. We have three new reception staff: Sarah, Terri and Joanne. We have recruited a new GP Dr McGraw who is experienced and can do minor ops and is a GP Trainer. We currently have Dr Wilson who is out registrar on maternity leave, Dr Wong will also be leaving for maternity leave imminently.</p> <p><u>Building update</u></p> <p>Charlotte and Rebecca are currently debating with the building company about the carpets as some areas have worn faster than anticipated by all parties despite being professionally cleaned.</p> <p><u>Appointment Changes</u></p> <p>Currently we are trying to prioritize on the day appointments to meet the current needs of our patients. It is also then more manageable on short notice sick leave. Once we have our new GP then the practice can look at more prebook-able routine appointments. At the moment if a patient rings for on the day and there is no more on the day, if it is urgent then a telephone appointment can be offered with ourselves of GP care Wakefield. We are also still offering a red room clinic each day that is run by a clinician and is for patients that potentially have covid along with a urgent medical problem, we do not have a date of when this can be withdrawn.</p>	

	<p>With the telephone calls now been incorporated into the clinical sessions the clinicians are now speaking to/seeing more patients than pre-covid levels. We do have some appointments able to book in by patients but these are smear appointments and we have had instances when men have booked into these appointments</p> <p><u>Covid response</u></p> <p>The Surgery is currently running as normal as it can, We are one of the few surgeries that you can ask for a face to face appointment as some practices are still on full triage. Our Nurse appointments are back to normal and we have recently started doing spirometry and ear syringing after getting the green light from the government.</p> <p>Again, we still have the red room which patients cannot book into only the clinician can, once they get here they are not allowed into the practice without being escorted by the clinician manning the red room. At the moment we are finding that the patients using the red room seem to be the younger end as they have not been vaccinated. Facemasks are still mandatory in the practice as per government advice.</p> <p><u>Precription Times</u></p> <p>LF added this to agenda. It is taking a long time for a patient to receive their medication after the prescription being sent to the pharmacy. Currently one pharmacy is taking up to 10 days for medication to be ready to collect. CB advised that she has called previously called and spoken to the manager of this pharmacy but didn't seem to get anywhere. AJK advised them to vote with their feet and take the script elsewhere.</p> <p>One member commented that the wording on the website where you order scripts mentions 48 hours before collection. CB advised that we have nothing to do with this system and so unfortunately unable to change. One problem is that there are only 4 pharmacies local to the area which is putting pressure on the pharmacies</p> <p><u>Prescription Manufacture</u></p> <p>The Group went on to discuss the medication that is given out by the pharmacies. Every time that a prescription is collected the tablets are a different color or shape. This can be quite confusing if you are on a significant amount of medication. AJK explained that the pharmacies buy from the most cost effective manufacturer at the time or ordering so they will continually have different suppliers. This is not something that the practice can control as it is the pharmacy that order the medication. .</p>	
	<p><u>Date of Next Meeting.</u></p> <p>June 22</p>	

