

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on Tuesday 26th October 2021

Present: A Kemshell, H Green, R Clegg , C Eades, A Jarratt, L Foude, G Ivey

Apologies: M Mason, R Shule, C Pearce

	<p>Minutes of Last Meeting: Agreed as a true record.</p>	
	<p><u>Staff Update</u></p> <p>Dr Baldwin is on Maternity Leave. We have lost Abbie from admin who decided not to return after her maternity leave. We also announced the imminent departure of Alison, our Practice Manager, who will be succeeded by Rebecca.</p> <p>Dr Riddett is returning from Maternity leave on the 1st November. Katie the HCA has returned from Maternity leave. We now have four trainee Gp's they are Dr Hardy, Dr Masood, Dr Wilson, and Dr Waheed. We have recruited two new ACP (Advanced Clinical Practitioners) Gail and Annette. Both have a substantial medical background and should be up and running once they are integrated into primary care. We recruited the ACP's as we were unable to fill a GP position.</p> <p>We have also recruited heavily in the support side. We have employed two new receptionists; Julie and Jannine, we have also employed a new Receptionist apprentice called Marina.</p> <p>The Admin team has welcomed Danielle.</p> <p><u>Building update</u></p> <p>The building has undergone a entire repaint and the cracking in the Atrium had been repaired. All of the building work has now been completed and the surgery is pleased with the work that has been done.</p> <p><u>Appointment Changes</u></p> <p>The appointment system has been completely over overhauled. The surgery is no longer offering triage. Triage was becoming unmanageable and the Triage team were getting burnt out. The process is Patient Phones surgery → asked what the problem is → Patient can be offered Face to face or a telephone appointment (if any covid symptoms this will be telephone only). This means that we can give patients a choice on how they want to access a clinician, some</p>	

people will prefer a telephone call to fit in with their lifestyle. Whilst this system is in place the practice does understand that there are not many prebook-able appointments this will be constantly changing to meet the demands. Capacity will be increased when the two new acp's are fully up and running.

If we run out of appointments on the day patient's will be placed on a telephone list for the Doctor to triage.

Northgate has seen patients all through lockdown and we have kept our doors open, other local surgeries have only just opened their doors. The surgery does want to keep some of the technological advances that started in covid, such as the virtual ward rounds at the two care homes that we look after as it means that the GP can see more people in the same amount of time.

We have also added more phone lines to try and cut down on wait times. We also have access to GP Care Wakefield that is open until 10pm and can also be used for things such as blood tests and smears.

Flu Clinics

Flu clinics are being held in special clinics that include all clinicians and some admin staff. This is so we can promote social distancing and make sure that we can manage the amount of patients in the surgery. It was described as being a "well run cattle market". We use these clinics as we can make sure we have enough flu vaccines due to problems with distribution.

Covid response

The surgery is continuing to send admin and clinical staff to the civic center which is now delivering booster vaccinations. At the surgery, we continue to invite and book people in who are due boosters and chase people up for their second boosters.

Our Housebound patients that are having boosters and flu are being administered by our PCN.

Website

RC started discussing the website as a comment was made that it was out of date. Rebecca and Alison are currently setting up a new website. RC showed us the current website that is being modified and will be going live to replace our current. We will inform patients when that switch is being made.

We also mentioned the Facebook page and that at the moment it is basic but it will be used more to communicate with our patients. We do need a profile picture and this will be updated imminently.

	<p><u>GP online</u></p> <p>GP online is the quick and easy way for patients to communicate with the surgery. The link is on the website and has been updated so it is more user friendly. It is a better way for patients to order sicknotes for patients that require them rather than having to sit on the phone.</p>	
	<p><u>Date of Next Meeting.</u></p> <p>Feb 21</p>	