

MAJOR OAK MEDICAL PRACTICE

PPG Hybrid Meeting Minutes

Wednesday 19.01.2022

Present:

Celia Flinton – CF (Acting Chair).
Clive Parkin – CP (Acting Vice Chair)
Chrissie Ayre – CA
Pauline Logan – PL
Jacquie Mikhail – ML (Practice Manager)

Meeting began 13.05p.m. Meeting closed 14.15 pm.

1. Apologies – Sam Troop, Emily Freeman, Maria Aylott, Lynn Pyatt.

2. Minutes of previous meeting held on 24.11.21 – Agreed.

3. Matters Arising from 24.11.21 – JM informed us that the new Mental Health nurse (Joy Mitchell) would be running her clinics from Wednesday 26.01.22, working 9 a.m. to 1.00 p.m. The practice is working to recruit a Locum female GP. The part time GPs are currently working extra hours to ease the pressure of patient demand on the surgery. The practice now has 7000 patients, up from 6,300 last year. CF asked if the practice is trying to recruit permanent salaried GPs, they are, but some GPs seem to prefer to work as Locums. CP asked if the number of trainee GPs has dropped. JM said the practice has not had a trainee Registrar GP for 6 months. Many now opt to work in Australia or Canada after medical school. Online booking is only available for telephone consultations at the moment. CP queried how patients who work can contact the surgery for an appointment at other times other than after 8.00 a.m. each morning. JM said she is considering introducing an additional time, possibly 1.30 p.m. CA asked if it is possible to use the message box on the online prescription order to message a particular GP. No this isn't possible. CA then asked if it is possible to email appointment requests rather than phoning after 8.00 a.m. JM said that by March there should be a two-way email facility between patients and the practice. JM reported that at this point, most house bound, and care home patients have received their Covid vaccinations from GPs.

4. Patient Feedback/Facebook Comments/DNA. A patient moving to another area and practice gave praise to this practice. There was praise from a cancer patient on NHS choices. There was a complaint against a GP, investigation revealed that the complainant had been rude to the GP. There was an observation (not a complaint) that the practice currently lacks a female GP. See Matters Arising. CF asked if Sarah Townsley (Nurse Practitioner) could see some patients. JM said Sarah can't refer patients. JM said no criticism had appeared on Facebook over the last month, although when the practice had used Facebook to advertise Receptionist(s) vacancies someone had posted that it was necessary as "they can't keep staff." The reception supervisor replied to this post as she has experience of other practices and has recently returned to this one.

The Did Not Attend figures for November were GPs 10, nurses 56. A total of 66 appointments missed and 11.45 clinical staff hours wasted.

The figures for December were GPs 15, nurses 45, clinical pharmacists 2. A total of 62 wasted appointments and 8.5 clinical staff hours.

5. Other Reports – JM gave the figures for Covid vaccinations done by the practice between October and December when asked to take part in the booster programme. October 54 doses given. November 126, December 678, 35 of which were care home and housebound patients. **A total of 858 doses.**

CP asked if there is a breakdown of Delta and Omicron variants. The surgery informed of which type if a patient is hospitalised. JM told us that some of this practices' patients have been given the Pfizer oral antiviral treatment for immunity compromised patients or those suffering complications after Covid.

CH reported on CCG/PPG event attended in December.

6. Action points – Facebook page. Sam Troop and Lynn Pyatt have been working on this when time allows, but it is a work in progress. Other items difficult to progress due to Covid restrictions and consequent heavy workloads at the practice.

7. A.O.B. None

Date of Next Meeting Wednesday 2nd March 2022 at 1.00 p.m. at the surgery for those happy to attend, virtually for those who are not.