

PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON MONDAY 29TH MARCH 2021

List Size

- A breakdown was circulated to members with the agenda – as at 24th March 2021, 11,935 registered patients with 65 registrations pending (forms received, I.D. pending).

Flu Vaccinations

- All eligible patients have been invited to have a vaccination – currently, 3508 vaccinations have been given.

Covid Vaccinations

- Thanks to Linda Pryor, Hertford & Rural Primary Care Network Patient Group Representative for coordinating patient information. The most recent update dated 24th March is displayed on our website. Upon receipt our Reception Manager shares the information with PPG members, practice staff and arranges display on our front entrance.
- Great progress continues to be made with the Hertford & Rural PCN clinics being held at The Hertford Theatre. The Practice has received lots of positive comments.
- 4905 of our eligible patients (eligible at this time) have received their first vaccination with 429 of them receiving a second vaccination. 64 patients have declined an offer of a vaccination.
- The Practice currently has 356 registered Carer's, all have been invited to have a vaccination with 310 vaccinations given. 3 patients have declined an offer of a vaccination.
- The Practice is now recalling all over 50's including any over 50's who have been invited and not booked/responded.
- The Practice is also inviting clinically vulnerable patients under 50 with underlying conditions as well as 45-49 year old patients who have asthma.
- Care home and housebound patients commenced on 20th January - ongoing.

Staff Update

- Dr Subair is now working from the Practice - previously she had been working from home. Her coil fitting sessions have been resumed.
- From 1st April, Alison, our Healthcare Assistant, has been appointed as our Reception Manager.
- Welcome to Clair who joined our reception team this week.
- Dr Tej Mehta who has been working with us as a locum GP joins the team working 6 sessions week as a Salaried GP on 1st April 2021.

Ordering Medication

- As discussed at our January PPG meeting, the Practice will be streamlining the way in which patients can request repeat medication. Currently patients can request medication by post (by sending or hand delivery), via a pharmacy of their choice, via the NHS App, Systm Online, by email and via our surgery dashboard.
- Although it was envisaged that from 1st April 2021 the facility to order by email and via our surgery dashboard would be removed, there have been internal delays. From 1st April a response will be sent to all requests received this way promoting our new arrangements.
- As patients register they will be given access to the NHS App and Systm Online and can if they wish, post, hand deliver or ask a pharmacy of their choice to request medication.

Registrations

From 1st February 2021 anyone wishing to register has been required to present in person with the relevant ID between the hours of 11:30-18:00 Mondays to Fridays. This appears to be working well.

Other items brought forward from Practice Report dated 21st January 2021

- PPG Information on our Website: PPG to review the PPG information on our website. Linda Pryor is our PCN PPG Lead and is authorised to upload PCN PPG information on our website.
- PPG Newsletter: When will the next Newsletter be organised? Please can the following articles be included? Further articles to be agreed at PPG.
 - Advert to promote PPG with the aim of increasing membership, including virtual membership
 - Changes to ordering medication
 - Changes to our registration process
 - Updated PPG information on our website
 - An update on our Surgery and Extended Access (EA) Appointment Systems to include GP Triage, restrictions still in place such as minor surgery, Nurse Appointments currently being offered and appointments the EA service is able to offer.

Sally Freeman
HR Manager