

Notes of the PPG “Teams” meeting held at 1300 on Thursday 30th September 2021.

Present Dr Loomba (first half only).

Maria Powell Practice Manager

Colin Hume (chair)

Barbara Stryjak (v/chair)

Anona Amis

Barbara Green

Danny Rybowski

Marianne Rybowski

David Pavett

Note: Action points are in bold.

1. Introduction and apologies.

Apologies were received from Paul Engers.

Dr Loomba advised that due to work load he would only be able to join the meeting for about 15 mins. **but promised that the next session would include the items on strategic planning etc. as per the PPG letter of 27th July.**

2. Update from the Practice.

Dr Loomba advised of a reduction in staff due to illness and leaving although recruitment was underway. Aggression and rudeness from patients was having a negative impact on

reception staff which was a concern for all. **BS offered to include a suitable message in the next OWGRA newsletter.** It was agreed that the staff were doing their best in very difficult circumstances and times and that such rudeness served no purpose whatsoever. It only resulted in upset staff and longer waiting times. On some occasions letters were being written to rude patients with the threat of removing them from the Practice if their behaviour did not improve. Practice workload was being increased as those on the hospital waiting lists were now being re-directed back to the local GP which resulted in increased workload! Often it is 24 to 48 hours to provide remote access to a GP.

Covid booster jabs would be provided from the 16th October and invites would be sent very soon. The Pfzler vaccine would be used and a text message sent with a link allowing ease of booking. This would apply to all Practices in the Brentford and Isleworth area.

Regarding staffing, 2 new staff have now started and after 2 weeks training would be used in reception.

It was requested that the Practice web site be kept updated so that patients know what is current on a variety of very important subjects.

Regarding the lease, Dr Loomba advised that there was no news or progress to report. Any changes would likely to be medium to long term. These were uncertain times and some work was being done off site as was commonly known.

There were 2 new pharmacist assistants coming on line soon serving the whole PCN in our area but the Practice physio was leaving in November which was much regretted. A new Support Link worker was now in place. Such staff changes made it very difficult to maintain stability in the workplace with a changing situation all the time.

Regarding reception staff the aim was to have 4 manning the desk in the mornings and 3 in the afternoons.

The Practice was a GP down with Dr Brennan on maternity leave for 6 months but being covered by a locum. There were 2 GP vacancy notices posted but no response as yet.

Pharmacists were only available 1 day a week v 3 previously which added to the workload.

Maria advised that the next survey would probably be in January to March 2022 and promised that the PPG would be involved in its drafting.

David asked about the booster jabs and advised that some vaccination locations were not local but off site which was disconcerting. NHS text messages were also being received which did confuse with that from local Practices. The planned covid booster programme from our Practice would no doubt help and information would be sent out very soon. (Note – this began 1st October.) There seemed to be a lack of co-ordination between central NHS and local PCNs where it was agreed that this should be made known to NHS England via our local

Director of Public Health and probably Ruth Cadbury. **David agreed to raise this issue.**

Regarding the Flu vaccination programme, this was agreed to have gone very well. Maria advised of the very early order that she placed. 80% of the over 65s had now been jabbed and those house-bound patients would be visited soon which accounted for approx. 100 patients. It was anticipated to have 90% vaccinated by the end of next week. All stock provided had been allocated. 1700 jabs had been given over one weekend. Reports from patients commented on the efficiency and success of the flu vaccination programme. 3000 of the over 50's had been booked already. 9 staff per clinic with 18 over a whole day including volunteers, as reflected in other Practices in our area.

Barbara offered to include an article regarding vaccination clinics and asking for volunteers, in the next OWGRA newsletter which was accepted by Maria who would provide suitable text.

Barbara asked regarding phone waiting times which varied but have become longer over the last 6-8 weeks as patients are spending more time asking questions. (Note Maria has provided this information earlier and will be attached to these notes.) On occasions, waiting times can be as much as 15 mins or more. Maria is having regular meetings with Reception staff which enables information sharing to easily take place. Anne is the senior Reception staff member. The average waiting time in

September was 8 mins but has now become longer. Ensuring 4 staff are on duty in the mornings is working well meeting the demand. Viewing individual calls cannot be seen currently. The cut-off for queue length is currently 20 calls, although St Margaret's can now accept 35 callers with their new system, where being cloud based allows more capacity and provides easier access to data.

Danny asked why all test results cannot be sent by text regardless of result eg. a normal test result is not sent to the patient, but is only available to be seen on-line. Texts advising the patient to arrange an appointment with the Doctor is always notified. **Maria agreed to investigate this suggestion with the PCN centre and advise.**

Regarding abuse by patients, **Maria agreed to send a recent video link from NHS which could be included in the OWGRA e-newsletter.** Barbara S asked if there was any ethnic trend regarding abuse but there was none. Finally, the availability of phials for blood tests were fortunately no longer a problem but it was better to order in bulk which takes about 4 weeks.

Colin closed the meeting at 2pm thanking everyone for their time and wished the Practice staff well with the current situation and workload. Also reiterating the offer of help from the PPG as and when required.

The next meeting would be mid-November and Maria would offer some dates.

Colin Hume 2nd October 2021.

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