

# Westlands Patient Group Meeting Minutes

<b>Date of Meeting</b>	Wednesday, March 17 <sup>th</sup> 2021
<b>Start Time</b>	1630 hours
<b>End Time</b>	1740 hours
<b>Venue</b>	Zoom call hosted by S.Martin (Chair)
<b>Attendees</b>	S.Martin (SM, Chair), G.Smith (GS, Minutes), L.Oakey (LO), A.Waudby (AW), A.Garley (AG) R.Bloomfield (RB) E.Howkins (EH), D. Moore (DM, Operations Manager, Westlands)
<b>Apologies</b>	Apologies received from C.Isherwood, A.Craig, G.Stewart-Bye, D. Langley

Item for discussion		Notes	Action
Welcome, apologies	SM	As above	
<p><b>Questionnaire re communication with those who do not have internet access</b></p> <p><b>Update on telephone systems at Westlands</b></p> <p><b>Communications with patients</b></p> <p>Vaccination update</p> <p>Methods used by clinical teams to follow up routine appointment requests via POD forms.</p>		<p>DM informed the group that Dr Nash is on long term sick leave, so this project is in abeyance.</p> <p>DM has spoken to the company and the cost of providing a call back service would be prohibitive. 2 extra lines have been installed, primarily for GP use.</p> <p>DM reported the following:- Those in Level 9 group are currently being called for a vaccination (50-54 years). 4,281 (41% of Westlands' practice population) have had first vaccination, 486 have had second one. Not all have been administered by Westlands staff ie. other sites used by patients. 96% of patients in care homes have had their first vaccination. Portchester Community Centre now being used for vaccinations. DM confirmed that their costs are reimbursed by NHS England for vaccinations delivered by Westlands' team of vaccinators only. Re. supply of Pfizer vaccines, Westlands is told when to expect delivery but this should match need. The Astra Zeneca (AZ) vaccine can be stored for far longer, so supply is not a problem (at time of meeting). A small number of patients have refused to have the AZ vaccine.</p> <p>DM confirmed that all POD forms are screened by a GP, who will decide what the next step should be. This might involve another health care practitioner, depending on the GP's clinical decision. All GP's are in a buddy system with another GP, so that continuity of care for patients is promoted. LO pointed out that there may be occasions when a promised follow up might be missed when a GP or</p>	

		<p>nurse dealing with a particular issue is away.</p> <p>DM confirmed that a 'reminder' system is in place for GP's, to ensure a response to patients' requests are managed within the specified time frame.</p> <p>AG confirmed that there is a reminder to get in touch with Westlands again, if they haven't had a response within 7 days.</p> <p>DM confirmed that Westlands has employed a locum for 5 days a week, for patients requiring an urgent appointment. Each GP deals with approximately 60 routine POD requests per week. The system for requesting an urgent appointment is turned off at 5pm each day and reinstated at 8am the following day. There is no upper limit for the number of urgent appointment requests which Westlands deals with. Each GP has a clinic each week, which allows for patients to have a face to face appointment, when considered necessary. DM reiterated that for those who don't use the internet, the receptionist will complete the POD form on behalf of the patient.</p> <p>DM confirmed that GP's still meet at 10am each morning; this affords the opportunity for discussion, 3 GP's run clinics for urgent requests in the North Wing, which also affords discussion. Continuous professional development (CPD) is a requirement by all medical staff; there is a system in place for external reviewers to conduct these for Westlands staff.</p> <p>DM confirmed that there is a strict policy for using social media, which Westland's staff have to adhere to.</p> <p>DM left the meeting at the end of the first zoom call.</p> <p>This part of the meeting centred on the use of texts, sent out by Westlands' staff. Many issues and concerns were identified and it was agreed that the group will provide feedback about these to DM.</p> <p>Members of the group were asked to provide examples which will be collated and forwarded to DM.</p> <p>Date of next meeting to be decided.</p>	
Evaluation of clinical practice			
Policy on Social Media			DM to be asked to bring Social Media policy to next meeting.
Second part of meeting			GP toolkit re. hearing problems to be discussed at next meeting with Westlands.