

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP ZOOM MEETING HELD ON 20 JULY 2021

PRESENT:

Practice Team : Jennie Delaney (Practice Manager), Susan Berry (Receptionist),
Chloe Burgess (Healthcare Assistant), Sarah-Jane Card (Healthcare
Assistant)

PPG Volunteers : Louise Brown (Chair), Marion Grey

APOLOGIES: Pauline Wright, Susan Stamper, Wendy Jeffs,

Jennie Delaney introduced members of The Meadows team that were in attendance. Apologies were noted and Louise reported that Myra Edwards had resigned from the PPG following the previous Zoom meeting.. Sammy Wells had also resigned as of the 7 July 2021 since she & her disabled husband were moving to more suitable accommodation in Higham Ferrers.

This was the fourth Zoom meeting during the Coronus virus pandemic which was convened to receive the latest news from The Meadows and to review & discuss important information.

1. Covid Impact:

Jennie summarised the situation and the ongoing challenges faced by the Practice.

- The next vaccination clinic is at Nene Valley on the 28 July.
- 12 cohorts are being handled in line with NHS protocols
- Anyone 18+ will be eligible for the vaccination
- The next clinic will have the Pfizer vaccine & anyone aged under 39 will be invited
- It continues to be a massive task trying to book patients in & chasing them up
- Jennie has been appalled by the abusive & negative comments received, both over the telephone and on social media
- The Receptionists have received the brunt of abuse which is completely unfair, since they do not know which vaccine is being supplied and when
- The vaccination programme is as defined by NHS England
- Clinics are set up & managed by Nene Valley
- Patients do not want to go to mass vaccination centres
- More vaccination stations have been put on locally

2. Appointments

- The Telephone Message has been rerecorded to help with appointments
- Patients are requested to ring back after certain times;
after 9am for general enquiries,
after 10am for COVID vaccination request and
after 11am for test results
- It was recognised that it continues to be difficult to get through to any surgery, particularly in the current situation, not just The Meadows
- The Practice continues to offer NHS Health Checks & Smears

3. Staff

Jennie reported on the changes to the Clinical team.

- The Meadows has welcomed an international doctor from Spain who has joined the practice on a three-year programme
- Dr Maria Pozo Martin works 3 full days per week & will triage patients
- Dr de Silva will supervise her while she familiarises herself with NHS procedures & protocols
- Dr David Lansley works 3 days per a week
- Patients are now triaged on the day of their call to the Surgery
- The Duty GP has overall responsibility
- Patients can be referred to the Clinical Nurse Practitioner where appropriate
- Patients are still being seen in certain situations
- Health Care Assistant continue to see patients face to face
- The Practice has recommenced NHS Health Checks
- Chloe Burgess, Health Care Assistant, joined in February & is undertaking a phlebotomy course
- She will be a valuable member of the team

4. Complaints

Jennie outlined the adverse feedback from some patients received by the team.

- Complaints in the main are about access to a GP
- Whilst acknowledging that some patients are very grateful for the service & care they receive at The Meadow Jennie had been shocked by the extent of the negativity shown by others.
- Staff at The Meadows have been and continue to be working flat out in these extraordinary times.
- There had been massive improvements to practice processes over the 4 1/2 years
- Some 90 patients are triaged on average on a daily basis which is significantly higher than previously.

5. Care for the Vulnerable

Jennie made the following points, advising that the Practice:

- Has written to Carers & Veterans with the latest information.
- Carries out home visits for housebound patient who have them
- Advised that Northamptonshire Carer Newsletter is full of helpful information & advice
- Is going for the Bronze Award
- Continues to review elderly and severely frail patients
- Acknowledges that there has been a massive impact on patients with Mental Health issues
- Provides help, advice & details of services and groups that patients may find beneficial
- Provides a screening service for males aged over 65

Jennie also advised that there are

- 9 practices in our locality
- Primary Care has undertaken more collaborative work

6. The PPG

The PPG numbers have dwindled over the past 12 months & key themes were reviewed

- Numbers are falling & there have been no recent enquires for membership
- Zoom meetings have been held but not everyone want this

In addition the following ideas were proposed for the PPG going forward:

- Host a Carers' Coffee Morning
- Implement a Walking Club
- Support bereaved patients; the Practice sends a simple card & letter
- Reinstate the Newsletter

The next Zoom Meeting will take place in October

Action : Jennie/Louise

The meeting closed at 11:35