BROOKROYD SURGERY PATIENT GROUP,

VIRTUAL MEETING MINUTES FOR 20th NOVEMBER 2020

PRESENT

Joanne Green, Julie Jones, Dr David Kelly, John Laville

APOLOGIES

Joy and Gerry Armitage, John Wyles (technical problems), Tina Hardy

MINUTES AND ACTIONS

JL reviewed the minutes of the last meeting, 27th February, all actions related to the summer newsletter which was not published due the Covid pandemic issues.

SURGERY NEWS

Practice Nurse Tracey has replaced Cherrie who has now retired.

A new Practice Nurse is due to join in January but who that is has not yet been announced.

A new apprentice is to be appointed and we have reached the final offer stage

Allison is to leave in December and return in January on reduced hours.

Nurse Alastair has now left

John Carter is the new reception manager and started in July 20

PATIENT SURVICE DURING COVID PANDEMIC

Discussions took place around the new ways of working brought about by the pandemic. Dr K said that initially it was very new to staff and patients alike and it took time for staff to master the new ways of working. Demand in the first wave reduced initially but built back through the summer and now the surgery is at full capacity and having to put in additional appointments,

JL related back experiences that he had been made aware of through personal experience and from patients who had given him feedback about their experiences. Overall the patient experiences had been very good with a few exceptions. Telephone consultations were seen as very efficient and time saving for patients especially where the conditions were relatively minor. Dr K said that more video consultations were now happening and this was much better from the clinician point of view as you learned quite a lot from non-verbal communications, patients could then be called in for face to face consultations where appropriate.

It was felt by all that there was some risk where patients were being asked to monitor their conditions at home, for example blood pressure as the condition of the equipment was unknown as was the competence of the person administering the test. Possible solutions were discussed such as loaning out equipment, calibrating personal equipment along with annual calibration of surgery equipment and getting tests done at pharmacies.

Investigate the possibilities ACTION JJ

JL related his experience of his flu jab at the drive-in centre at Princess Mary Playing Field which was very positive, extremely well organised and efficient. However individuals without their own transport complained about the number of buses to catch and crossing the busy dual carriageway.

JJ explained that we did have a lot of appointments available in surgery to book for those who didn’t want to go or couldn’t get there. These have all been utilised. We have also done the housebound and the care homes so Nursing and HCA staff have been very busy.

JJ said that update has been good for the patients aged over 65 but uptake has been slow for the under 65 at risk groups.

From the 1st December vaccine available for 50-64 year old patients.

THE PRACTICE TEAM

JL asked how the team was coping?

JJ stated that overall the team had coped and adapted extremely well with the new technical challenges, they had really worked well together and she was very proud of the team.

Some individuals were working from home and Dr K had even held consultations whilst in 2 weeks isolation. Lots more people had signed up for online prescriptions which was working well. Nurses were still seeing the majority of their patients face to face for blood test etc. JJ said that there had been a dramatic increase in phone calls especially when there was a new government statement comes out and patients want more information. Example of this was the 50-64 flu vaccine.

A new texting service had been introduced which was working well and had much more capability than the old system. JL noted that some texts were now being received with just a mobile number rather than stating Brookroyd surgery. The practice were not aware of how the texts looked and we cannot change the fact that they come from a mobile number but the name Brookroyd Surgery will be added at the end of the text to ensure patients are aware they are from the Practice. ACTION JG

Dr K talked through how Covid patients were screened and those with symptoms were signposted to the Hot Site at Dewsbury Health Centre.

Covid vaccination planning was well underway local sites not yet confirmed. The vaccination programme would be a major undertaking and would increase pressure on GP Practices immensely.

Dr K stated that everyone should be aware that the practice was fully open for business even in a different working model and no one should hold back from contacting the surgery.

PCN UPDATE

The Primary Care Network (PCN) continues to develop and lots has been achieved throughout the pandemic.

Care homes now have a nominated practice. This involves weekly contact with our nominated homes. Improving patient care and building working relationships with Nursing home teams.

2 Clinical Pharmacists were now in place and carrying out medication reviews with patients.

Social prescribers were working with the clinically vulnerable. Along with Clare our Patient Champion who has done some excellent work throughout the pandemic with our more vulnerable patients and her Cancer Champion work has made some real encouraging progress with improving screening uptake.

Communication was constant between practices enabling the sharing of information, resources and ideas.

JJ said that the PCN was looking to establish a PCN Patient Group and Brookroyd had agreed to lead on this. JJ asked JL if he would assist in the establishment of the PCN Patient Group, JL agreed. ACTION JJ/JL

It was agreed that the minutes of the PPG should be posted on our the website ACTION JG

JL closed the meeting by thanking all the team for the great service that continues to be delivered despite the pandemic.

Meeting closed 12.50