

Knightwick Surgery PPG

Date of meeting:

16/11/21

Present:

(JC), (DM), (GMW), (RG), (SN), (KP), Deb Arnold (DA) & Kirsty Ward (KW)

Apologies:, (JB), (CS), (TD), (SS), (RH)

Chair:

Dr Kirsty Ward

| Agenda Item | Action |
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| <p>1. Minutes of previous meeting These were agreed</p> | |
| <p>2. Matters arising The changes to Patient Access and advertised pay as you go services are still to be investigated.</p> | DA to action when possible |
| <p>3. Covid-19 Future Planning / Vaccination update The JCVI have now given the go ahead for all people over 40 years to have a covid booster as well as second doses for all 16-17 year olds. The clinics for these should all be complete by the end of November and will all be Pfizer vaccines. There are still around 400 patients yet to have their boosters but most of these are booked in to the clinic on 17th November. Overall, the clinics have gone well although they were a few issues with parking at Ombersley at one clinic.</p> <p>There are currently 50 cases of covid across the Redditch & Worcester hospitals, with 2 patients in ITU. The surgery have not seen any surprise cases or, thankfully, anyone really unwell. Cases are rife in secondary school populations and this has had some impact on staffing amongst those with children in that age group. It is a reminder for us all to still take sensible precautions. GMW informed the group that Alfrick shop now has a supply of Flow Flex lateral flow kits. These are the nasal sample only kits and are simple to use.</p> <p>The flu vaccinations were a bit held up initially due to supply problems, issues with Royal Mail in delivering invitations and poor mobile/wi-fi signals in some areas. However, most over 65s and housebounds have now been vaccinated, along with ~50% of the</p> | |

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| <p>under 65s. All children have now been done. The next flu vaccine delivery should arrive before the end of November so the majority of eligible patients should get their jabs by then. This will still be ahead of last year, when some patients were being vaccinated well into the New Year and Knightwick are performing better than most other local surgeries.</p> <p>Future planning will revolve around trying to increase the availability of face to face appointments, but due to current infection levels, the amount of people who can safely be accommodated in the waiting room remains the issue.</p> | |
| <p>4. PCN PPG Meeting</p> <p>GMW attended the PCN PPG zoom meeting on 30th September on our behalf. There was a very informative presentation on the effects of Long Covid. The next meeting will be held on 8th December, which GMW will attend. The main topic for discussion will be what groups would like to see in future PCN newsletters. The feeling was that more local information would be of more use than a regurgitation on central government bulletins.</p> <p>There was also an informal SW group meeting on 12th October which touched on the Trusts plans for A&E, but there was little detail at this time.</p> | |
| <p>5. Parking / Traffic Flow</p> <p>Disappointingly, Knightwick & Doddenham Parish Council pushed the ball back into the Surgery's court on this matter, despite Dr Bywater composing a letter to the council which we hoped would be endorsed by them and passed to the relevant department. The council now suggest that the surgery sends a request directly to Highways. There has also been a lack of support from certain residents.</p> <p>In view of this and the fact that the surgery is currently incredibly busy with covid and flu vaccinations, it was agreed that this issue should be shelved for the time being.</p> | |
| <p>6. AOB</p> <p>Patients attending the surgery have noticed that the phones never seem to stop ringing. DA confirmed that the volume of calls has increased considerably and that the Reception</p> | |

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| <p>staff are under a lot of pressure from this. The main queries appear to be around covid – passports, travel, vaccinations and chasing up referrals. Most incoming callers however do not usually face being placed in a long queue before getting to speak to a staff member so the level of service has not been affected so far.</p> <p>The availability of face to face appointments was discussed. Reception staff are able to convert telephone slots into face to face appointments if they feel this is necessary, but in reality, this is not happening often. It is hoped that things will be more normal by next summer. SN requested that this be made an item on the next agenda.</p> | |
| <p>7. Items for next agenda Face to face appointments</p> | |
| <p>8. Date of next meeting</p> | <p>Tuesday 8th February 2022 7.30pm</p> <p>Face to face / Zoom format to be decided 2 weeks beforehand</p> |