

Knightwick Surgery PPG

Date of meeting:

08/02/2022

Present:

Julie Clarke (JC), Catherine Smith (CS), Graham Messervy-Whiting (GMW), Rachel Gasper (RG), Shelagh Norton (SN), Kate Parkinson (KP), Tim Duckworth (TD), Stephen Seymour (SS), Rosemary Hooper (RH)

Apologies: Dot Millward (DM), Deb Arnold (DA) & Kirsty Ward (KW)

Chair:

Julie Clarke

Agenda Item	Action
<p>1. Minutes of previous meeting These were agreed</p>	
<p>2. Matters arising Face to Face appointments – it is understood that the policy now is for all patients with learning disabilities to be offered the choice of F2F appointments. Other information about appointments is in the report from DA / KW (see below)</p>	
<p>3. Review of report from KW / DA This is attached below. The following points were highlighted:</p> <ul style="list-style-type: none"> • Will telephone consults continue to be available once everything returns to 'normal'. It was agreed that these work well for a lot of cases/people and it would be a shame to lose them. • The group wanted to feedback to the surgery that while they welcome a new salaried GP, we feel the partnership model is the preferred choice as it provides continuity of care and a more inclusive feel. We would not want this to change in the future. • AJB retirement – see AOB 	
<p>4. PCN PPG Meeting The Droitwich, Ombersley & Rurals PPG meeting is not until 17th February. GMW will attend.</p> <p>GMW attended the informal SW PPG meeting on 7th February on our behalf. The speaker was Liz Parkes, the current Operations Officer of Worcestershire's 999 service. She explained that every 'truck' now has a paramedic and the mental health units have a paramedic, CPN and a police officer on board.</p>	

<p>There was also confirmation that any call where a healthcare professional on site has requested an ambulance, should be given CAT 1 priority.</p>	
<p>5. Queen's jubilee This was added as an agenda item because Knightwick & Doddenham Parish Council had agreed to write to the surgery regarding the possible planting of fruit trees and a bench for the orchard/car park. DA has yet to receive this.</p> <p>Other members reported that sponsorship is available from the Lord Lieutenant for tree planting etc via the jubilee website. Local residents are planning a beacon to be lit to mark the jubilee and there have been rowan and crab apple trees planted at Leigh.</p>	
<p>6. Recruiting new committee members JB has sadly left the group. This means the committee are now two members down. It was agreed that we would try to recruit via social media (NextDoor) and ask people to email the patient group email address. It was stressed that we must emphasise the fact that the surgery is not involved in recruitment and applicants must not contact reception about this.</p>	<p>TD agreed to do a draft and will liaise with KP and DA</p>
<p>7. AOB Dr Bywater's retirement. The group felt it would be nice to do something collectively from the patients. GMW will have a discreet chat with Andy to try to get some ideas.</p> <p>Results on Patient Access It is not obvious where to access test results via Patient Access. It appears that the nurses and HCAs are not aware of how to view them and it was felt it would be useful for them to know so they could help patients who attend for blood tests. KP explained that not all patients have access to results online and how the process worked for switching it on for individual patients. It would therefore it would not be appropriate to publish instructions on the website as this would lead to an influx of patients requesting extended access.</p>	<p>GMW to feed back</p> <p>DA to discuss with staff?</p>
<p>8. Items for next agenda</p>	
<p>9. Date of next meeting</p>	<p>Tuesday 10th May 2022 7.30pm</p>

Report from KW & DA

Dear PPG

Hope you are all well.

A little update since we last met:

VACCINATIONS:

We have finished our booster clinics, having mopped up our remaining patients who couldn't have one at the time in Christmas, with at clinic at Knightwick last week.

We have vaccinated a small number of at risk 5-11yr olds.

We are anticipating we may need to vaccinate healthy 5-11yr olds at some point and roll out a further booster in the Autumn but we haven't heard anything official on this.

COVID MEASURES & APPOINTMENTS

Although measures have been relaxed elsewhere in society, guidance still states we should wear face masks and social distance in healthcare settings, alongside full PPE for possible or suspected COVID cases.

We support this approach. Until isolation rules are relaxed, we feel it helps stop the spread of the virus in our buildings and keep us open for patients.

Our GP appointment diary is 25% face to face appointments which the patient can book, the remaining 75% are telephone but the patient can request reception to turn it into a face to face appointment should they wish.

If a patient needs to be seen following the telephone appointment, they will be offered a face to face appointment. This is causing a little bit of extra work still but it is much improved.

This is to enable social distancing in the waiting room.

We feel overall it is working and patients are getting seen if they need to be or want to be but welcome any feedback on this.

We would hope confidence with the virus grows into the spring & measures may further relax to enable more choice in the appointment diary at first contact with reception, but it is an ever moving picture and we may need to reverse any changes come the Winter, pending further variants and pressures.

STAFF CHANGES

We are very sad to see the retirement of Dr Andy Bywater on 1/7/22. He has been a tremendous GP to his patients and it is difficult to find the words that justify his care.

He and his humour will be greatly missed but he is looking forward to pastures new.

With that in mind, we have interviews planned for a new GP to join the practice (employed salaried GP) to fill the sessions lost from Dr Bywater's retirement and with some extra sessions added in to boost appointment capacity given the growth in our practice population.

MEDICINES DELIVERY

We have started a new small delivery service of medicines for housebound elderly patients. We do not currently have capacity for large numbers but hope it is reaching out to those who need it.

Many thanks and we look forward to meeting with you again soon,

Best Wishes

Kirsty & Deb