**Patient Reference Group**

**Brookside Surgery**

**Minutes of the meeting held on**

**Thursday 2nd February 2023 at 1.30pm**

Present: Madeleine Clark (Practice Manager), Dr Peter Reeves (GP Partner), Patient Chairman and 9 others present.

In attendance Denise (Minuting)

1. Apologies 3 patients

2. Minutes of last meeting

These were approved and it was agreed to publish them on the website.

3. Matters arising

See the numbered paragraphs hereafter.

4. Flu vaccinations

Both flu clinics had good attendance. The Practice and Rugby Primary Care Network (PCN) met their targets for patients aged over 65. However, a number of patients received their flu vaccine at the same time as their COVID vaccinations, administered elsewhere. As a result, the Practice had a number of unused vaccines for which it will not be reimbursed. Vaccination of the under 65s has fallen short, due largely to NHSE’s late changes to eligibility criteria.

Large chemists get vaccines delivered ahead of this and other Practices. Some of our patients get their vaccinations at chemists to avoid missing out. MC was asked whether volunteer vaccinators could help. She said this was impractical as it would involve adding them as staff members with consequent insurance issues. Staffing the extra clinics is usually not a problem.

5. Online access to medical records

This was due to “go live” in the November 2022 but was delayed due to BMA objections around patient safety, software issues and practice workload. Some practices will be moving forward with this from February. However, Brookside Surgery will wait until the BMA’s national agreement and software concerns have been addressed. Individual access to enhanced medical records is available to all patients on request. Patients need to complete and submit a simple form – and hand it into reception.

6. Defibrillator

After a number of quotes, an electrician has been chosen. The defibrillator will be fitted outside the Surgery on Thursday 9th February. [NOTE. It was. It is fully operational.]

7. Latest National Patient Survey Results

To answer a question, 257 questionnaires were sent out, 109 returned. This was above the national and local area average! As were the positive results recorded. It is an independent survey outside our control.

To improve contact with patients who phone in, it is intended, when the telephone contract runs out at the end of the year, to find a system which advises patients of their position in the queue

8. Financial impact of increasing costs.

Question had been raised about what payment the practice receives per patient and how much this will increase for 2023/24. The funding of General Practice is complex and only about 1/3 of the funding is based on patient numbers. It varies dependent of the age of the patients. Figures have not yet been agreed for 2023/24 but last year there was a 3% uplift in this fee. A 2.1% increase was allowed for staff (less than the actual increase in staff costs). Energy costs have risen – gas from £300 to £1000 per month.

9. Latest Practice News

(a) Current staffing

There have been a number of staff changes, particularly in Dispensary over the last month. New staff are in place and expected to make an impact on any delays once their training period is complete. The queues for Dispensary are mainly at 9am at 2pm. At many other times, there are very few or no patients waiting.

There have been, and continue to be, supply issues affecting a number of medications - this slows up preparations of the prescriptions. The Practice are aiming to get back to 3 working days once new staff are trained, but there can be no guarantee of this.

Despite staff shortages, the practice has continued its delivery service and continues to offer weekly dossette packs (a service a number of pharmacies in Rugby have stopped). This targets resources to the care of its most vulnerable patients.

The national Electronic Transfer of Prescription service (ETP) was not designed for GP dispensaries. To participate in the service the practice would need additional software – which costs £6000 per annum.

It was noted that the design of Dispensary front desk leads to confidentially issues. Staff will be reminded to take this into consideration when discussing medications.

(b) List size increase

The practice has currently approximately 4,300 patients.

(c) Published appointments data

Both telephone and face-to-face appointments are available – there are F2F directly bookable appointments each week, but not every day or with every GP.

Online booking of appointments for telephone consultations is not possible as the online system requires a time to be specified. Patients would therefore be expecting a call at that time which is not practical – the doctor may still be dealing with their previous patient. When consultations are booked by reception, the patient is given a time frame within which to expect the call.

The practice is offering online booking for some specific clinic appointments. Those patients receive a text, with a link inviting them to book themselves a review appointment. This is being used for chronic disease and medication reviews.

(d) Primary Care Network news

Enhanced Access evening appointments are hosted here, with GP and Nurse appointments available. Saturday appointments are available in Rugby.

10. Any other business

(a) Newsletters on website

It is agreed that the newsletter should be added to the Surgery website

(b) Patient Group minutes on website

It was agreed that our minutes should be published on the website only after they have been approved. If anyone requests a draft before approval, they are to ask the Chairman. It was also agreed that members of the Group who do not want their names published in the minutes should advise MC or the Chairman. They will be recorded as *“and others present”.*

(c) Staff photos on website

Some photos are now on the website, with more to follow.

(d) Use of social media

The Surgery’s posts on Facebook, as well as the website, was well received

(e) Positive feedback from Group members

*(Name redacted)* welcomed the use of social media to keep patients informed of news/difficulties in timely manner. He had also commented that he had received excellent service/treatment by reception staff, Dr Watters and Dr Vaghela.

*(Name redacted)* added she is pleased to notice improvement in Dispensary since Christmas and has received wonderful service from nurses.

*(Name redacted)* thanked Chairman and Practice representatives for the time given to this group.

The Chairman was delighted with the turnout for this meeting and hoped that the next would be even more successful.

Date of next meeting

**Thursday 18th May at 1.30pm**