

THE ORCHARD PARTNERSHIP

Minutes of the PPG meeting via Zoom Monday 22nd November 2021

Present: Dr Ali Corke, Jenny Holmes, Pauline Rose, Nigel Westwood, Karen Johnstone, Carol Slater, Peter Blackman

Apologies: Sue Haddock, Steven Hyde

Agenda items:

COVID update

The last 18 months has been particularly challenging in General Practice nationwide. All workforces are struggling with capacity, and we hope that this will start easing soon.

Our Primary Care Network has run very successful COVID clinics at the Michael Herbert Hall. They are currently vaccinating for Boosters but this service will cease on 18th December and patients are then requested to book their vaccinations online or phone 119.

Due to the logistics and staffing, it has been a challenge to vaccinate our housebound patients. We are still trying to get to everyone and aim to do this by mid December. As the vaccine is Pfizer, the vaccinator must stay with the patient for 15 minutes post vaccine. Due to the wait time and travel time it is a time consuming process and we are really trying to get everyone done.

Flu clinic updates

Despite placing our flu order for this year's flu season over a year ago, we were still faced with wholesaler delivery delays. We were informed of this delay by our supplier last minute and after several clinics had been fully booked. Unfortunately, these needed rearranging and took a fair amount of administration time to do this.

We have secured our flu delivery for next year and hope that the delivery schedule is as promised to allow us to plan and deliver on time.

Update on surgery opening

As of 1st December all four surgeries will be more accessible and have their front doors open. Patients can choose to sit in the waiting room or if they prefer, their car, or wait outside for their appointment.

Patients will also have a choice of either a face to face or a telephone appointment with the GP. This will be ascertained by the receptionists. We are also introducing a 'soft' triage by the receptionists so that patients are informed that most appointments can be booked ahead. Our current wait time for a routine appointment is approximately a week. There will still be a number of on the day emergency appointments. During the height of COVID we operated more on the day emergency appointments and now we need to try and get back to a routine, bookable in advance appointment structure.

GPs nationwide are overwhelmed with workload and the current appointment structure. There is a distinct lack of locum GPs which has an impact on appointment availability when our regular GPs are on leave.

Dispensing machine at Codford

Has been met with mixed reviews by patients. As with anything new, we have had teething issues with the function and technicality of the machine. Patients have also had issues with working the front screen. There are currently approximately 500 patients set up to collect their medication from the dispensing machine. Using the machine does allow flexibility for patients to collect their medication at any time of day or night and does not impact our dispensing services. They can, of course, continue to collect their medication from the Codford dispensary in person.

From January we aim to get back to 48 hours for repeat medication, mainly for Codford and Shrewton surgeries.

Jenny is looking at implementing a text message service to inform patients when their medication is ready to save unnecessary journeys to the surgery.

Staff changes

We welcomed Dr Hannah Cornish, GP at Codford back in June.

Practice Nurse Sarah Fry started with us last month and has a wealth of experience both from General Practice and District Nursing.

There are also a number of new faces in our reception and administration team.

Shrewton PPG treasurer

The vacancy has arisen for the Shrewton PPG treasurer.

Meeting taking place in December – Carole Slater to invite Nigel Westwood to this meeting.

AOB

- No changes to the Patient Newsletter which will be put on our website, Facebook and printed copies available for patients to take if they wish.
- Old Orchard Surgery has reinstated selling books again – this is a good source of funding raising for the surgery. Jenny to check if other sites will also restart the sale of books

Date of next meeting

Monday 21st March 2022