

MINUTES OF CREWKERNE HEALTH CENTRE PATIENT FORUM MEETING
HELD ON 22nd JULY 2020 – BY ZOOM

Present:-

David Hughes (Chair), Ruth Bagg (Practice Manager), Anne Seyfried, Bob Meades, Roger Fowler, Jane Gifford, Jane Walker, Mary Fowler (Minutes)

Apologies:- Adrian Taylor, Gillian Strange, Bob Key

1. Welcome

After one or two technical difficulties were overcome, DH welcomed members to our first Zoom meeting.

2. Notes of Previous Meeting and Matters Arising

Minutes agreed as correct and no matters arising.

3. Recap of how the Practice has dealt with Covid 19

Practice Manager Ruth Bagg (RB) outlined the workings of the practice during this period. Worked with local Primary Care Network to assess any local cases. West One site kept clear from any possibility of Covid patients. A third of the workforce were down and routine appointments and screenings were on hold. First 3 weeks described as 'strange' but now back up to normal, West One up to usual now, with 'red' sites closed.

No more than 20 Covid cases or symptoms. Waiting room closed – posing solution required for patients queuing outside particularly when winter approaches. Face coverings required for all attendees. Some staff currently working from home. Routine tests, services and virtual now recommenced with risk assessments.

4. Non-Covid care

Visiting of patients discussed. District Nurses are a separate service. Practice Nurses are not insured to visit.

Anticipating a second wave of Covid, the practice are trying to catch up on routine services. Currently the 'Ask my GP' says that all tests suspended, get in touch in October, therefore website out of date. New website expected next month – SHS parent site with each practice linked. BM volunteered to beta test it.

AS reported that some patients felt abandoned. RB stated that the practice is discouraging attendees. Patients do not understand how to use 'Ask my GP'.

JG wished to pass on messages to staff how "brilliant, responsive and effective" they are.

5. Flu Inoculations

Still awaiting official guidelines so currently on previous. Vaccines awaited (4,000) – will be similar to last year's (two types, over or under 65s). Intend to repeat mass inoculations though not using Henhayes Community Centre or organising the charity events. Possibly using drive-throughs. The practice intends to suspend clinics in surgery that week. Social distancing will prevent any assistance from PPG members.

6. Surgery Staff Changes

Dr Param, remains as a locum until at least the end of August.

Dr Taylor has been permanent since April (taking Dr Kersten's list)

Dr Quinlan will be permanent from 1st August 2020 – 6 sessions per week.

Pat Pople has left.

Paul – Specialist paramedic

Currently interviewing for Nurse Practitioners.

Newly appointed Deputy Practice Manager, Sarah Wills, currently 3 days per week, full time in August.

7. Disseminating information via newsletter and virtual group

New Newsletter to be sent by text or email to virtual group, but posted to those where these options not available. Discussion re. cost of postage, possible volunteers delivering by hand, notes with prescriptions. Practice to produce a roller notice board outside surgery. Also use pharmacies.

8. Named Doctors

Nearly completed for over 75s and shortly commencing on remainder of patients in order of priority – complexity, medications, etc. with final approval by GPs. Discussed method of informing patients, aware of the risk of writing.

9. Ask my GP

Generally been very well received by most practices. Beneficial to carers. Discussion re. questions/options and wording. Up to 200 patients used Ask my GP on Monday. Triaging to be operated by a human (with 'clinical brain').

Patients ringing to book a telephone appointment for a day/s ahead (for example) are requested to ring on the day required, the explanation being that Ask my GP is intended to be a same day service and could be compromised if prior appointments were accepted.

No paper requests for scripts accepted – Patient Access more suitable. Patients are encouraged to use internet. The difficulty with Patient Access is that staff are reluctant to vouch for patients so patients need to take photos of themselves and ID (passport or driving licence).

10. Any Other Business

- RB gave brief outline of the Primary Care Network:-

Commenced in April 2019. Best care providing core between 30,000 to 80,000. We belong to South Somerset West Primary Care Network (33,000) chaired by Dr Balian. Practices included are Crewkerne, Stoke sub Hamdon, Martock & South Petherton, Buttercross & Ilchester, all working for the same goals. Increased funding to the Primary Care Network enables staff to be employed through the network (e.g. musculoskeletal, joint infection control, pharmacy advice, care homes support and equipment, social support).

- RB was unable to provide number of patients affected mentally by Covid but confirmed that contacts from patients with mental health problems were higher than previously.
- Jane Gifford's telephone number altered to 07770 862 900.

Next Meeting (by Zoom) 16th September 2020