

Crewkerne Health Centre Patient Forum

Crewkerne Health Centre, Middle Path, Crewkerne, TA18 8BX



MINUTES OF CREWKERNE HEALTH CENTRE PATIENT FORUM MEETING HELD ON 21st OCTOBER 2020 – BY ZOOM

<p>Present:- David Hughes (Chair), Ruth Bagg (Practice), Anne Seyfried, Roger Fowler, Jane Gifford, Jane Walker, Bob Key, Karen Powers, Bob Meades, Liz Tyler, Mary Fowler (Minutes)</p> <p>Apologies:- Gillian Strange</p> <p><u>1. Welcome</u> DH welcomed members to this Zoom meeting.</p> <p><u>2. Notes of Previous Meeting and Matters Arising</u> Minutes agreed as correct and no matters arising.</p> <p><u>3. Current situation re. Ask My GP</u> Ask My GP working well with huge demand and continuous close scrutiny.</p> <p><u>4. Current system for Covid-19 and non-Covid care</u></p> <ul style="list-style-type: none">• Clinical Commissioning Group (CCG) have requested surgery be ready (Covid 19) if required.• Some services (e.g. B12) were put on hold during Covid (Clinical Commission decision).• Routine services now being operated but 'new normal' is relative.• Delays in some long term conditions due to shortage of Health Care Assistants but new HCAs currently being trained and extra clinics in November for catch up. Additional smears since August. <p><u>5. Plans for Flu inoculations and Covid inoculations</u> Covid inoculations – unknown at this stage. Flu inoculations – Higher demand than usual (as expected), planned to complete by December. Awaiting 2nd delivery for under 65's. Confirmed that pharmacies do notify the relevant surgery after giving flu injections. Suggested that Receptionists pass on to patients info re alternative availability from pharmacies when appointment not currently available at surgery. This info re pharmacies also to go in Newsletter.</p> <p><u>6. Surgery Staff Changes</u> Confirming Dr Fenlan left in September. Dr Param continues as locum 5 days per week</p> <p>Other GPs:- Dr Balian Dr Horne Dr Wilson Dr Eaton Dr Wilson Dr Taylor Dr Quinlan</p>	RB
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RB – Positive talks with a GP for February 2021
Discussion re. turnover of GPs this year – various reasons, not necessarily through Symphony. HR actively seeking GPs. RB explained that Symphony is centralised but freedom still lies with surgery, working with budget, and GP interviews are conducted locally.
The aspiration of Symphony is to hold a pool of locums – but proving to be challenging.

7. Named Doctors

Over 75s - just 100 remaining to be listed. Patients to be informed (Text or possibly on prescription)

8. News of the Primary Care Network

- RB thanked members for sending their comments on the PCN proposal – gone to CCG for review. Patients highlighted some issues re the proposed Primary Care Network service. The patient population will be notified before final decisions are made.
- The appointed Web Manager for the surgery is Jean Vicars. DH reported that Bob Meades has volunteered as Web Manager on behalf of the Patient Forum.

9. AOB

- It was queried that Minutes of the Patient Forum were not regularly included on the web. DH to check.
- Text messaging content discussed – ensured that data protection reliant. RB stressed that Symphony is a ‘not for profit’ organisation and do not gain payment from texts. RB to investigate opt in / opt out situation.
- Patient care – suggestion of shelter/marquee outside surgery (Middle Path site) – RB already investigated but nothing found to be sufficiently substantial to withstand a wind storm or comply with health and safety. The waiting room will now be adapted for social distancing (under detailed NHS rules and guidelines) and be re-opened shortly.
- JW reported a general impression locally of patients reluctant to attend, also the difficulty for elderly patients or those with no computer access. RB – we need a local or local radio campaign saying that “we are open, just a bit different”. Contacting by mail would prove extremely expensive. DH repeated that telephone calls from non-computer literate patients are entered into the Ask my GP system by Receptionists.
Ask my GP – 10,000 in August 20,000 in September.
- RB- If anyone wishes to invite a representative from Symphony at a further meeting she will try to arrange.

Next Meeting (by Zoom) 18th November 2020 6.15pm

Please bring diaries – planning dates for next year.

BM

DH

RB