

MINUTES OF CREWKERNE HEALTH CENTRE PATIENT FORUM MEETING
HELD ON 16th SEPTEMBER 2020 – BY ZOOM

Present:-

David Hughes (Chair), Ruth Bagg (Practice), Anne Seyfried, Bob Meades, Roger Fowler, Jane Gifford, Jane Walker, Bob Key, Karen Powers, Liz Tyler, Mary Fowler (Minutes)

Apologies:- Adrian Taylor, Gillian Strange, Carol Jay

1. Welcome

DH welcomed members to this zoom meeting and asked if anyone objected to the meeting being recorded for the purpose of the minutes. As agreement was unanimous the meeting was recorded and will be deleted after the minutes have been circulated. DH introduced Liz Tyler as a newcomer (who later requested to become a group member).

2. Notes of Previous Meeting and Matters Arising

Minutes agreed as correct and no matters arising.

3. Current situation re. Ask My GP

RB outlined the recent situation whereby Ask My GP crashed on the day after Bank Holiday Monday and as there were clinical safety issues (could be large number of messages in the system) was turned off. This was a national issue, also affecting other surgeries. After much re-working and looking at safety, assurances were given and the system has now been turned on.

4. Current system for Covid-19 and non-Covid care

- Less consultations for routine long term conditions (annual Diabetes checks, Asthma, COPD etc.) so catch up from Covid situation will be longer. Priority for more complicated histories. More Health Care Assistants for blood testing so envisaged updated by Christmas (if no second lock down).
- Currently not ear syringing (aerosol generated procedure) but doing ear care, advising drops and sometimes referring to A&E. RB stressed that they have to act on the symptoms given over the phone and follow national guidance for a clinical decision, imperative that services are protected, will bring back when safe to do so.
- Although demand has now increased and confidence is building in patients to seek attention, there is still a need to get the message out that we are here. RB stated that a text message would be sent this week urging patients to look on the website for 'Ask my GP' (also flu inoculations info). Discussion re other pathways (e.g. the Crewkerne Flyer, local papers and community groups, Western Gazette – expensive but perhaps spin it as a news story).
- RB stressed that if a patient is unsure of using 'Ask my GP' the Receptionists would be willing to help. New website shortly, Ask my GP on front page and hopefully clear usage instructions. RF requested that the chronological order of items on the website be reversed in order that the latest notice appeared on top. Currently the opening page is out of date (Agendas & Minutes 2012). RB will investigate. Several members and also the Virtual Group expressed their satisfaction with the Ask my GP system.
- RB replied to queries re. the recent brief closure of Middle Path site due to Covid-19. Patient had lacked understanding, English not first language, was in waiting room for 30 minutes with symptoms. Colleagues, patients and services transferred and continued at West One whilst premises deep cleaned and precautions taken. Doors have now been installed into waiting room to restrict and monitor access.

RB

RB

- RB mentioned how, since the event of Covid-19, new community groups have formed – befriending and helping. Names to Ruth for link to Neighbourhood Forum (Mat Day, Social Prescribing Liaison).

5. Plans for Flu inoculations and Covid inoculations

Covid inoculations – unknown at this stage.

Flu inoculations – Messages to be sent out this week. Care Homes and children completed, with pregnant women to follow. Flu clinic for over 65s on 3rd and 4th October followed by further clinics in October. Car park outside George Reynolds Centre. Bookings taken between 2pm and 6pm on Tuesdays, Thursdays and Fridays. Normal telephone number, select Flu line.

6. Surgery Staff Changes

Dr Fenlan leaving end September.

Dr Param continues as locum 5 days per week

Other GPs:-

Dr Balian Dr Horne Dr Wilson Dr Eaton

Dr Wilson Dr Taylor Dr Quinlan

3.5 whole time equivalent, time made up with locums.

GP recruitment to continue.

7. Named Doctors

Over 75s by end of September. 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. Patients highlighted some issues re the proposed Primary Care Network service. The patient population will be notified before final decisions are made. Primary care will continue to be offered locally with waiting times as previously. The purpose of the PCN is to offer greater choice and specialist hubs and will not have a detrimental effect on local services.

Asthma clinics will be held remotely. Spirometry will no longer be available.

9. AOB

JG requested that RB passes thanks to all her colleagues for their continuing kindness and efficiency – particularly with the Covid situation and when Ask my GP went down and they were faced with unkindness and lack of respect.

A similar sentiment was expressed by another.

RB agreed to pass comments on to her team and said how much a positive feedback is appreciated.

Next Meeting (by Zoom) 21st October 2020

RB

RB

