

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group meeting held on Wed 11 Aug 2021 via Zoom.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. COVID Vaccine Programme
6. Newsletter
7. Primary Care Network
8. Face-to-Face Consultations
9. Klinik – access and photographs
10. Current Issues at the Practice
11. Future PPG Meetings
12. Any other business
13. Date of Next Meeting

Attendees: Carolanne Kong, Geoff Harrison, Marilyn Bradley, Stan Carey, Sylvia Parsons, Roger Jones, Hilary Jones, Hiro Keth, Chandra, Shah, Merlyn Woon Soong, Cherry Tinson, Doris Ratnam, Keith Nicholls, Sarah Wood, Diggi Jadeja, Linda Bradley, Maria Faley, Narendra Bilimoria, Bharti Bilimoria

Apologies: Maureen Batterbee-Payne, Asoke Dutta, Amanita Dutta, Monica Peel, Rilesh Jadeja, Elizabeth Hugo, Caroline Millbank, Paul Hart, Meenaxi Shah, Jodie Mussett, Julie Harris

Welcome and Introductions

Bernice welcomed everyone to the meeting – the first for quite some time – which, due to current restrictions, was held on-line via Zoom Video Conference.

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

None.

Vaccine Rollout

Bernice thanked all those who had been involved in the programme at the Tithe Farm Sports Centre for their efforts in making the rollout run so smoothly. Daniel added special thanks to Roger, Hillary, Bernice and especially Ashley

Bernice added that several new PPG members had been recruited from amongst the volunteer helpers.

Ashley commented that there will be a special event to thank the volunteers and give them a certificate of recognition later in the year.

Vaccine Booster Programme

This was likely to begin in September. Arrangements would be made by each PCN but so far nothing had been fixed yet. It is likely that the winter 'flu jab would also be given at the same time. A text message is planned for next week giving people information about the programme.

Newsletter

Understandably, work on this had been delayed by the sheer amount of effort going into the vaccine rollout. The Christmas edition had been redrafted to be a Summer edition with plenty of content to go into it. Geoff suggested that since printed copies would not be available due to the ongoing restrictions, posters and the website should have a QR code to allow automatic download of the Newsletter for those having access to a smartphone.

Primary Care Network (PCN)

Daniel stated that, along with many other things, progress on the PCN had been delayed but this was now moving again. A Pharmacist (Pial) had been recruited who would also carry out Asthma and Diabetic reviews. A [Physician Associate](#)* (Nishanki) had also been recruited. Ashley commented that funding, based on services offered, was previously individual practice based but was now more PCN based.

(* A para-medical role, offered as a [2 year Master's Degree at Bournemouth University](#) and other academic institutions)

KLINIK

As with almost any new system, there had been a few teething issues. However, Stan reported that he'd used the feature several times and his experience of it was fine. Roger commented that even with the teething issues, we should remember what it used to be like when people had to queue to make appointments. People needed to embrace new technology.

Daniel commented that the ability to make on-line appointments had been forced on GPs in April 2020. Esther has been leading the team effort integrating the new system. Doctors review

incoming requests (currently some 60-80) each day. For blood tests the surgery will contact people.

Cherry commented that taking photos of such things as skin conditions to submit with a request was difficult. Several people suggested that the use of a mirror could make this easier.

Ashley added that phone calls coming into the practice had not, so far, really reduced as a result of the KLINK system being introduced.

Daniel added that people physically queueing at the door to make appointments was being actively discouraged.

Keith commented that a tutorial video on how to use the KLINIK system would be useful.

Face-to-Face Consultations

Daniel stated that there were no plans to return to the old system of face-to-face consultations without using phone appointments, which would continue even if/when the current pandemic restrictions were removed.

Ashley commented that throughout the pandemic so far, unlike some others, the practice had never closed.

Current Practice Issues

Retirement: Dr Malone is retiring at the end of September and will be moving away. Dr Paul is off on long-term sick leave. Other doctors have been covering.

Recruitment: An Advanced Nurse Practitioner (Tracey, met during the vaccination programme) has been recruited.

Additional Admin Staff: are also being recruited allowing a split into separate Reception and Admin Teams.

Spreading the Load: Not all things will go to a GP if they can be dealt with elsewhere.

New Phone System: There will be a new phone system installed which will be integrated with the clinical system. There will also be a call-back feature for appointment queues (holding your place in the queue for you and calling you back when you reach the next call to be answered).

Future PPG Meetings

At present it is not certain whether the next PPG Meeting will be able to be held face-to-face or will again need to be via video conference. Currently, Practice Meetings continue to be held remotely.

Any Other Business

Ear Wax Removal: Asoke mentioned that this service was not being offered anymore and that he'd had to pay for this elsewhere. Daniel commented that practices were

moving away from syringing to micro-suction. Minesh at Kings Pharmacy was offering this service but at a cost. A system will need to be re-established to offer this.

Date of next Meeting (Provisional)

The next meeting will (provisionally) be held on: Wed 8th December 2021. Time and location (Zoom or Conference Room) to be confirmed.

Sign (Chair)

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