

BEECHWOOD MEDICAL PRACTICE

PATIENT GROUP MEETING

Wednesday 4th March 2020 at 6pm

Seminar Room, First Floor

Fishponds Primary Care Centre

Agenda

1. Introductions & Apologies

-Attendees:- Cheryl Benson; Ruth Baker; Sue Lucas; John Lawrence; Pat Foster; Monica Grizzle, Sarah Monteith, Sarah McKay

Smon – apologised a formal agenda not sent out prior to meeting, felt it would be good to have a general chat and try to have a think about how future meetings might run.

Ruth asked about covid vaccine passport and how we go about getting one – Smon explained NHS app – Ruth advised does not have a smartphone so unable to access this. SMc looked up on internet and it advised to ring 119 to obtain a document /letter as proof of vaccination Ruth – also asked about what is going around in press about GP practices being sold to American companies and about how data is used. SMon confirmed the practice is owned by the partners and that due to process of due diligence it is highly unlikely that GP practice contracts would be made available for businesses outside the UK to operate. See later points about sharing of patient data.

All members present introduced who they were to each other.

2. Practice discussion items

- Covid vaccination programme
 - 3 practices working together as a local vaccination centre – Beechwood Medical Practice, Air Balloon Surgery and Fishponds Family Practice. Started campaign middle of January with Pfizer vacs – which was a logistical challenge as all deliveries of >1000 doses needed to be administered within 3 days of receipt in the practice. We had very short notice as to when the vaccine would arrive and had to ensure we book appointments for over 1000 pts to ensure vaccines not wasted. All pts had to be observed for 15 mins

after vaccination, which also added to the complexity and resources needed.

We relied on a lot of volunteers (Good Sam), council to help aid with car parking etc. Thank you to all of you who volunteered to help too, it was unfortunate we were not able to take you up on your offers in the beginning.

Very rewarding to see how grateful and relieved people were to be getting the vaccine – this has changed somewhat as we have gone down through the younger age groups.

We are now trying to do more during the working week and doing approx 50 per day. Most cohorts have now had an opportunity to book in for a vaccine either with mass vaccination centre or with us. All our staff have been vaccinated and we have been fortunate to not be touched with too much sickness / covid related absence. Smc gave an update on number of vaccines given so far – as of end of 12th June the PCN has given 22398 doses.

- Getting back to normal – more face to face appointments being offered, still need to be cautious about having too many in the practice/clinicians wear PPE ask about any symptoms etc. encourage patients to still seek a PCR test if have any symptoms do not come into the practice.
 - We have been meeting with nurses and gp's regularly around which pts can come in and those who can't – although we have always had policy if GP needs to see pt then they were being brought in. We have now instructed receptionists that if pts need to be seen then they should be offered a face to face appt as opposed to phone call. Although we have found that a lot of pts have liked the telephone consultation process as they do not always need to be seen by a doctor.
 - Feedback from group – one found it difficult on occasion to get a timely telephone consultation during Covid. Smon advised anything that was deemed urgent would have still received a phone call the same day, but we are finding that pts expectations are extremely high at the moment and that patience is very thin, and we are taking the brunt of pts frustrations. Cheryl advised she has noticed on facebook that our practice does not appear to get a lot of bad comments.
 - Ruth asked if we plan to allow appts to be booked online again- Smc advised why we have not opened this back up again just yet for GP appts. E-consultations are available as an alternative to online booking at present.
- Future vaccines/flu
 - We don't really know what is happening later in the year – we assume we will have an third –booster vaccine later in the year which we hope will be able to be given at same time as flu

vaccine – but we have not had any detailed guidance as yet. All our flu vaccines have been ordered.

- Monica asked if we don't know what the plans are how do we place orders for what we might need. Flu we order in around October each year for the following year. The covid vaccinations have been supplied to us from central stock and we have had little influence on amounts we have received or delivery dates.
- Pat asked if we had many cases of Long Covid – SMon advised we have seen cases of long covid – but luckily not big numbers of seriously ill pts with it.

- Update on practice news

-

- New pharmacists in August

- 2 new pharmacists joining us in Aug – one of which is Mary Blestowe who used to run Fishponds Boots pharmacy when we first moved into FPCC building.

- Salaried GP – Neil Ingram

- Working 4 sessions a week – increasing to 6 sessions from Aug

-

- Dr Harris retiring end of September

- We are looking to recruit to replace his sessions

- Julie Davidson plans to retire in the autumn

- Was supposed to finish at end of July – but had an accident about 8 weeks ago and has been off work, so is extending her leaving date to the autumn, so she can help support the nursing team and hand over to them. We are looking to recruit at least one more practice nurse. She has performed a very valuable role and given patients and GPs reassurance about the role of advanced nurse prescribers and their value in general practice.

3. Update from Healthwatch/ One Care PPG representatives

- Pat advised that Healthwatch Bristol has been commissioned by BNSSG CCG to set up a forum of PPG groups. Pat has put her name forward to represent our practice group. It is just another way of sharing information. Unfortunately, she was unable to attend the first meeting they held, but understands the first meeting was to nominate chair persons etc.

4. Membership of the group /advertising for new members and format for future meetings.

-SMon enquired what the group would like to do for the next meeting – appreciates this is a small group today – feels it is probably the safest thing to continue meeting like this if everyone is ok with this. Cheryl feels the main issue is to try and get more people involved in the group as we

are not representative currently. Smon suggested adding something to facebook, appreciates not everyone does facebook. Cheryl suggested some big banners in the practice advertising the group. Ruth feels there are some people out there who could feel excluded as they don't have electronic access. Pat suggested asking at the PPG forum how other practices manage this. SMon suggested using MJOG text messaging service to contact a vast number of pts, probably using a random selection, to ask if they were interested in joining. Cheryl asked what do other practices do – what do they cover, what does their PPG group achieve. Sue felt now may not be the time with current Covid situation to invite enmass. Smon will make some efforts to add to website, facebook, and text messaging and try to get more attendees for the autumn meeting.

5. Data Opt out

- Media is talking about information that is anonymised and sold onto third parties to help with research. If you are unhappy for your anonymised data to be used in this way then you can opt out. You have always had an option to opt out and will always have this option, although the media is saying there is date that this needs to be done by.

- Once we are advised you want to opt out, we simply add a code into your record to show that none of your data is to be shared.

- Monica asked – she joined a research group and she does not mind her data being used for research – the concern is that it will be sold onto third parties and what are they using the data for. Smon explained how we deal with companies we work with regarding studies and how we invite the pt to get involved in the study if they want to and that we do not share any pt contact details.

NHS digital website explains it in far more detail if anyone is interested.

6. AOB

Pat – asked when a consultant refers a pt on – and the patient does not hear anything – do we contact original consultant who made referral or department that you were being referred to. If not heard within 3 months it would be reasonable to want to know that you were actually on the waiting list. Should understand that you may not be seen for some months still, but it is important to know have been referred and on a waiting list. Recommend contacting the person who made the referral first to check referral has been done, then contact the department being referred to, to check received.

7. Date & Time of next meeting

- Suggestion of 15th Sept 21 for next meeting at 6pm – via zoom again. And we will talk about format of future meeting again then.