

**NETHERFIELD HOUSE SURGERY Notes of the Patient Participation Group Meeting**  
**15<sup>th</sup> August 2024**

Present: PA, LS, DF, VB AF, LS, VB ML (Apologies AF ML OE ER JB JC CB)

1.	<p>PA welcomed everyone to the meeting and updated on the previous minutes as follows.</p> <p>PA noted that we don't have Health Visitors in the Practice at all now unless they specifically need to speak to a GP and also noted that they aren't compulsory for mums to engage with but are available for them should they be required.</p> <p>Our Facebook page is live, and we have users, however all thought further advertisement would be good and could include texts (although texts wouldn't be a good use of our allocation - used for vaccination campaigns etc.) WE will look at having a QR produced for easy access for patients.</p> <p>Pharmacy First is being used by the staff, and the list of conditions is growing, can be used for Pill checks and reviews now also.</p> <p>The new phone system was delayed but is now 75% complete. Broadband and infrastructure are in and only await physical phones and training.</p> <p>Parking remains the same with no contact from the Landlord. VB has worked alongside him during the Gala, and he is very approachable. PA is aware but there may be contractual obligations to the machine if we wanted to return to the previous parking set up.</p> <p>PA noted that Dr Bulbeck returned in March permanently and that Dr Allan remains at the Practice as a locum covering some short-term need.</p>	<p>PA</p> <p>PA</p>
2	<p>Collective Action - PA Outlined the various measures that the BMA had highlighted for GPs to Follow to reduce the workload in Primary care and noted that the Practice supported the action overall but did not implement any of the measures at this time. All thought it was a shame that it had come to this and felt that some of the actions were counter-productive i.e. not utilising digital solutions (Advice and Guidance) and reverting to manual referral letters.</p>	
3	<p>Covid Flu Update – PA outlined the progress for this year, and we have already organised and sent invites out for our two main Flu clinics on 5<sup>th</sup> and 12<sup>th</sup> October. The Flu season now starts on the 3<sup>rd</sup> October for most patients to ensure effectiveness of the vaccine throughout the season, as it was considered that March is generally more important for cover than September. However, there are a small cohort of immunosuppressed patients that will be given their vaccinations from 6<sup>th</sup> September c.150 in total.</p>	
4	<p>VB outlined the combined events at the Community centre in early December and will let PA know to assess whether we could provide a Flu session there. However, this would need a prescribing Nurse at a minimum to deliver this. PA will ask both ANP's although December is quite late and we would hope to maximise our</p>	

	vaccinations by then, but we will see.	
5	The Pharmacies have been contacting patients direct and appear to have been saying we are working 'hand in hand' on the Flu campaign but this is not the case. They are effectively generating income for themselves and has led to confusion with patients when we have contacted them. PA will contact WELL to assess.	PA
6	Staffing GP's – As noted Dr Bulbeck is back fully and PA noted that the ACP (Christophe) is working 7 sessions per week now (increased by 4). In addition, we have Retainer GP starting in September (Dr Warden - Female) for another 4 sessions so will free up over 60 appointments per week for routine care. All were happy that we have this increased provision for the community. Administrative staffing is settled with a very good team in place.	
7	Friends and Family Test – PA noted the texts that we send out every consultation for this and have over 500 per month. 98% of them are rated Very Good and generally the Poor ones c. 10 each month, relate to waits in reception for doctors. VB outlined thoughts on this and agreed it was best to get a full view on the patients' health and not simply deal with 1 issue. This is how the majority of clinicians work within the Practice to save patients having to come back time and again, though does cause delays at times. Patients generally understand this however.	
8	VB reported that the Gala was a success and thanked PA for supplying the apples for the children – an apple a day.... PA committed to providing these each year going forward.	
9	VB noted that some of the notice in reception were out of date and offered to come in and look through them. Whilst most still provide good information some relate to events that have already happened so should be removed. PA will look at this but was happy for any of the group to attend should they wish.	
AOB	<b>There was no other business, and PA thanked the group for their valued attendance and opinions. Next TBC</b>	