

Parsonage Patient Participation Group

Minutes of meeting held on Monday 17th September 2018 @ 7.30 pm

Present: Dr Prit Takhar, Michelle Ford, Anne Davis, Barbara Jessup, Denise Kennard, Peter Laws, Kay Newton, Julie Lay, Geoff Lay, Sue Howe

Apologies: Lizzie McMillan, Pauline Williamson

No	Item	Action
1.	Apologies for absence	Noted above
2.	Actions from previous minutes	Reviewed
3.	<p>Dr Omar Mohammed – GP Registrar</p> <p>Dr Mohammed is the first trainee we have had. He has previously worked as a Urology Surgeon, Consultant, so is clinically experienced & training to work in primary care.</p> <p>Feedback from patients Dr Mohamed has seen has been positive. Dr Mohamed also has mentor sessions / debrief / tutorials with our GPs on a regular basis.</p> <p>Following his training with us, he will be joining Princess Alexander Hospital for six months on A&E department, then care of the Elderly / Psychiatry, later returning a GP surgery.</p> <p>PT and JT are both enjoying teaching.</p> <p>Dr Mohammed will be leaving us in early February.</p> <p>We are hoping to have a new Trainee GP in February next year.</p>	
4.	<p>Flu Vaccinations</p> <p>This year, two types of flu vaccine will be used in the flu programme. This will benefit patients by ensuring that they have the most suitable vaccine that gives them the best protection against flu. The vaccines are:</p> <p>Adjuvanted trivalent flu vaccine (aTIV) – This is licensed for people aged 65 years and over and is the vaccine recommended by the Joint Committee on Vaccination and Immunisations (JCVI) for this age group.</p> <p>Quadrivalent vaccine (QIV) – This is recommended for adults from 18 years to less than 65 years of age who are at increased risk from flu because of a long term health condition.</p> <p>Eligible patients will be contacted by our reception team during September/October once vaccines have arrived.</p> <p>We do encourage patients to have the flu vaccine, however if a patient wishes to decline, please advise our reception team who will ensure you are removed from our contact list.</p> <p>Pharmacies notify us when patient has had flu vaccine & we will update patient's medical record to reflect this.</p> <p>Eligible children will be provided with the Nasal Flu vaccination. Our reception team are in the process of contacting eligible patients. Those patients aged 4 to 9 in reception class & school years 1, 2, 3, 4, & 5 with a DOB between 1 September 2008 & 31 August 2014 inclusive will be offered seasonal flu immunisation at school by the School Immunisation</p>	

	<p>Service.</p> <p>If a school aged child wishing to receive their flu immunisation then misses the opportunity at school (due to absence, sickness etc.), they should contact the School Immunisation Service (<u>not their GP</u>) who will offer alternative opportunities. <u>Parents/carers to contact 01234 310408 if their child's missed Flu immunisation at school.</u></p> <p>Children and Young People in Special Educational Needs Schools will be vaccinated up to their 18th birthday</p>	
5.	<p>Staffing</p> <p>We have a receptionist vacancy currently for Thursday 8 – 2pm and all day Friday – we will be interviewing by end of October.</p> <p>We are also advertising for a salaried GP in the CCG Bulletin, our own website, the LMC website and Indeed website. We will have to stagger clinics to ensure adequate room space.</p> <p>PT has a trainers meeting soon & she will also mention that we are advertising for a salaried GP.</p> <p>PT/MF will update at next meeting</p>	
6.	<p>Online Access</p> <p>We are encouraging patients to sign up for on-line access – this will assist reception by enabling patient's the ability to book/cancel appointments and order prescriptions. We currently have 5,900 patients.</p> <p>3,667 are registered online & 2,262 are not registered for online</p> <p>Some of those not registered are children; we therefore would encourage parents to sign up for online proxy access. Contact our reception team please.</p> <p>Everyone who registers online access can also download the 'SystemOnline app to most mobile phones.</p>	
7.	<p>Early Intervention Vehicle</p> <p>MF saw this in the bulletin – Please see attached email</p>	See attached email
8.	<p>Defibrillator Update</p> <p>Email received re location of defibrillators in Stortford - There is one located in the foyer of the Community Church on Water Lane (opposite Water Lane Bar) which is available for anyone to use – unfortunately it is not accessible when the church isn't open e.g. on Saturdays and some evenings. This was provided by a local charity free of charge.</p> <p>JL said signs for defibrillators should be more indicative of what they are.</p> <p>KN is attending the Parsonage Residents Meeting at Snowley Parade and she will bring up the subject of defibrillators at the meeting</p>	
9.	<p>AOB</p> <p>Premises discussed –we have been in discussions with PAH / NHS Property Services in relation to an options for more space to utilise as a waiting area, however to date no firm options are available. We will continue to liaise with the relevant departments to source a suitable solution.</p> <p>BJ remarked that she was in recently & she felt sorry for our receptionist as</p>	

she was constantly being asked for directions from people attending other clinics not related to Parsonage Surgery.

We are trying to direct patients back to main reception for directions – the hospital are now putting room numbers on their letters to make it easier for patients to locate where they need to be.

KN said some GP's are approaching counsellors for alternative premises.

JL asked if we are near our own limit of patients – MF said we may have to discuss closing our list or reducing our boundaries should the need arise, but we have to get permission from NHS England and the CCG.

KN noted an advert for Pulmonary Rehab in Harlow & questioned if there is a support group for COPD in Bishops Stortford.

KN said Sawbridgeworth surgery now has a PPG group running & that a PPG AGM is coming up at Harpenden.

PL passed on his wife's compliment – she said the surgery are delightful we she attended recently.

Appointment alerts are sent automatically to those who have mobile numbers registered. This has reduced the number of missed appointments (DNA's)

Next meeting Monday 19th November @ 7.30pm

