PPG meeting 15/12/22

Zoom meeting attended - Stacy Holding (PM), Shirley Moy (BM), and the following patients:

Babu Shah, Elena Dellafiora, Frances Halliday, Stephanie Jacobs & Thomas Devine

Apologies: Betty Meth, Maria Mitchell and Rohinton Khajotia.

Review of previous minutes:

1, Covid autumn booster campaign began in September and vaccinations remain available for those who eligible.

2, Oakwood continues with its FLU vaccination campaign.

3, Nirusha Physician Associate provided by Primary Care Network ( PCN), left practice so extra pressure put on GPs to deal with all Electronic consultations ( Patchs).

4, Still no news on Linda returning from sick leave.

5, Karen Entsie practice nurse has extended her Maternity leave to 7th February.

6, Polio campaign to give children aged 1yr- 9yrs an extra booster, ends on 23rd December but anyone not up to date with routine immunisations will continue to be vaccinated/invited.

7, Rubbish has reduced in carpark, no reports of groups of men loitering in carpark. Council/ police have put up signs re police monitoring the car park which we feel has helped.

Shirley reported lamp post corner of Malcolm’s way and Reservoir Road, but it does not have a number, so far not repaired and only auto acknowledgement email received. TD confirmed that he has had dealings with councillor Sampson who has confirmed he will deal with the lamp post and has already dealt with the gate near flats on Reservoir Road, that back on to our carpark.

We have received a quote re trees in our garden/carpark that may obscure CCTV view but all works they recommend total over £6K,so others needed as cost down to property owners not practice itself. ED suggested a relative could look and also supply a quote for just the work we require.

TD asked re our road sign which has been missing for some time, and council will not replace as we private road, Shirley explained that this was their view many years ago and unsure whether they provided the original sign or not . ED will ask via her contacts at the council as feels it their responsibility and patients/visitors need a road sign.

Agenda:

1, Dr Gupta, after completion of probationary review period has agreed to join Dr Dogan as GP partner. We await approval from NHS England.

2, Access to appointments continues to be an issue , Shirley adds a week of appts each week so 6 weeks of appts on system but we can only book extended hours appts 2 weeks in advance as requested by PCN HUB. These are held before 8am Tuesday mornings and Saturday mornings 8am -10.45am. Some appts are available for patients to book at HUB via the practice but usually out of hours appts these are for GP and some nurse appts, Stacy will confirm that patients are offered this option via staff, if eligible.

NHS 111 appts are available to us 2 hours prior. We have to reserve 3 appts per day for NHS111 to be able to book direct. All agree the questions asked when call NHS 111 is very lengthy process and needs to be reviewed. PPG to raise at their forum and we can raise via LMC.

Some community pharmacists can now prescribe – Stacy will speak with Parkview re what they able to offer to help with pt access. We can refer to community Pharmacists, but response is within 2 working days, so not always suitable for patients. Similar to old ‘minor ailment scheme’.

There is a lot of pressure on appts due to lack of staff and increase in demand.

FH used patchs and wanted face to face appt but was given telephone, to then be told needed F2F, this a waste of everyone time. Stacy explained that as GPs been doing all patchs since Nirusha left, some staff not so good at the navigating but this will now improve.

3, We have a new Physician associate Saranika who has joined the practice and being mentored by DR Dogan. Saranika is now doing 10 E consults a day ( Patchs) ,this has taken pressure off the doctors and staff no longer need to triage. Her duties will gradually increase, and she will receive COPD review training from Dr Kohll in January.

4, We have been experiencing high levels of sickness, more so in past 3 months. This week alone 1 GP off and 3 staff all week.

Last week Stacy, Michelle and Alecia were alone all day and all but Alecia had no lunch break as so busy. Dr Mownah now leaving at end of DEC.

There are few GPs and locums as many now choose to work elsewhere for higher rates at hubs and private places, GPs now working from home for companies doing video consultations - its things like this that are causing a shortage of NHS GPs and our hands are tied.

5, white board requested so daily team can be visible, Stacy will action.

6, Dr Kohll gave our GPs good feedback about Oakwood, comparing us with her new current practice. This was nice to hear, and she only left us due to long commute.

7, FH noticed again staff not wearing name badge – Stacy will raise with Michelle reception manager.

8, FLU Uptake:

2-3 year olds OMC 26% Average Enfield 23% national target 41%- uptake poor just not wanted despite constant efforts by Shirley /practice.

18-64 years OMC 42% Average Enfield 37% national target is 75%- we not reached this for couple of years now as so many decline.

Over 65s OMC 68% Average Enfield 65% national target 75% - we hope to hit this.

We continue to invite all above groups.

8, We will close 26th and 27th DEC plus 2nd January, this will be advertised on website and at practice as always.

9, Covid still here plus flu virus – many not testing and those that do are not uploading results so exact figures unclear but Shirley saw Prof Steven Prowse on tv at weekend who stated we are heading for 5th wave.

AOB: TD wanted to express his thanks for the care he received from both DR Dogan and Dr Phillips and asked Stacy to relay his thanks.

Next meeting: Thursday 16th March Zoom.