

Rockliffe Court Surgery PPG Meeting

15 June 2021

Attendance: Alison, Lucy, Michael, John, Wendy, Aylsa

Apologies: Audrey & Tim

1. Lucy read the minutes from the previous meeting; these were agreed to be correct.
2. The group was updated on current staff changes.

Julie Vitty is off while her husband is ill, cover is being provided by Annie Hall. While Annie is off for the summer, cover will be provided by Vivian Elliott who Alison and Lucy have met whilst working at the Covid Vaccination Clinic.

Karen our Receptionist / Dispenser is retiring next week after 10 years with us. Her replacement Rachel has come from the PCN where she was a social prescriber. Rachel is currently doing formal training to be a Dispenser and learning the reception role.

Lesley our Nurse Practitioner and Asthma Nurse has handed in her notice today so we will be looking for another Nurse/Nurse Practitioner for around 20 hours to cover this.
3. The room changes at the surgery have been completed. We now have a new clinical room for Dr Sarah Willson, which is a great benefit for capacity.
4. The Opt Out Forms for sharing data, which has recently been in the news, was discussed. Everything was done at very short notice and was very rushed. The deadline for these has now been extended to the end of August. The surgery has provided information on the website and the Facebook page to try and help with clarification on the two types of form available.
5. PPG members asked when the Walk-In service would be returning. Lucy explained how we were using e-consultations as a walk-in type service and dealing with these as a same day service, even on weekends. Most GP telephone appointments are still on the day appointments, with face to face appointments, when needed, also offered same day. The group were happy with this access and agreed it was better to keep numbers in the waiting room down to continue to help infection control.
6. Alison explained a new online booking system been offered to patients booking routine blood tests and BP checks. When patients are invited for these appts (birthday month), they are sent a link so they can access the online booking system. We decided not to reopen the full online booking system to allow patients without internet access capacity to book, without all the slots going to those who can book online. So far the online booking has had about a 4/10 conversion to those still wishing to phone and book and appt.
7. Lucy advised the group on the recent Infection Control Inspection results.
8. Alison confirmed that the last shift at Feethams House Vaccination Clinic would be on Sat 19 June. The surgery had been well represented by staff to support the PCN to provide this service. Staff had enjoyed working there. PPG members thought it had been an efficient well-run service.
9. Alison informed the group about the new First Contact Physio appts provided by the PCN, with clinics held at Whinfield Surgery. This service is for those with acute physio needs (symptoms in last 2-3 weeks) and not a replacement for the self-referral physio service.

10. Lucy showed the group the NHS App on her phone and how it shows Covid Vaccine status for travel. She also showed how you can use the App to order prescriptions and do e-consultations. It was discussed how a certificate for travel was also available from 119 for those without access to the NHS App. Lucy agreed that the surgery phone message needs updating to share this information and will arrange this. It was also suggested that this information was added to the surgery Facebook page. Lucy and Alison agreed it would be interesting to do a search to see how many patients had linked with the NHS App as we had noticed an increase in numbers for access.
11. The next meeting was agreed for September 2021 and Alison thanked the group for their continued support.