

Rockliffe Court Surgery PPG Meeting

1 November 2021

Attendance: Alison, Lucy, Michael, John, Aylsa

Apologies: Audrey, Tim & Wendy

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

Rachel, receptionist has resigned, and we are currently recruiting for a Dispenser/Receptionist to fill this position.

We have a new GP, Dr Fern Cooper, starting with us on Friday 12 November. Dr Cooper is a GP with special interest in Dermatology working at DMH. She will join us for one session a week on a Friday morning and we are looking forward to welcoming her to the team.

Julie Vitty is off while her husband is ill, cover is being provided by Julie Moore a diabetic nurse from Carmel Surgery.

Janet has reduced her hours slightly following her retirement and return to work.

Annie is currently doing respiratory training, which is due to be completed in January, this will be beneficial to the team.
3. Lucy updated the group on the current flu campaign and the Covid Boosters are been provided as a PCN approach at The Old Exchange Building in town. Alison has been heavily involved in this roll out and there have been several admin issues in the background. Delay in vaccine delivery, shortage of staff, IT issues. Despite this in October, over 800 Rockliffe patients have had the Covid Booster and about 900-1000 Rockliffe patients have had the flu vaccines there. Our nurses, Jean and Annie, have given flu jabs to our housebound patients and the Covid Boosters will be given by a team of District Nurses running from the Old Exchange. This is a slower patient as DN can only give 6 vaccines per session as they have to wait 15 mins with each patient and the vials are in doses of 6 only. We are currently planning to hold a quieter Leading Disability session at the Old Exchange this month.
4. The group was happy with the patient access to GP appointments. Patients seem happy to have the choice of Face to Face and telephone appointments. Econsults will continue. Most of our GP work is still been done on the day, with staff logging on at weekends to help with capacity. With all the negative press regarding GP access, staff are exhausted and feeling demoralised.
5. The hospital phlebotomy service via clinics held at Blacketts Surgery, was discussed. Aylsa explained that the hospital had provided a comprehensive letter why this was happening and that it was easy to book. It was encouraging to have this feedback as other departments we not as informative to patients.
6. The next meeting was agreed for February 2022 and Alison thanked the group for their continued support.