

## Patient Working Group Minutes 13/09/2022

Attendees: Rachael, Joanna, Jodie, 8 Members

Apologies: 2 apologies

Discussion:

### 1. Winter Flu/Covid Vaccination update.

Rachael started off the meeting by explaining that the Flu season has started and explained that we will be holding the Drive in clinics the same as last year as it allows more patients to be seen in a shorter amount of time. It was also explained that there will be additional appointments on foot in the surgery depending on demand. Rachael stated that the surgery will only be administering the flu vaccine and not the Covid Booster. The Covid booster will be administered at the vaccine site at Currys. Roger advised that some of the pharmacies are administering covid vaccines as well.

Flus are able to be booked online. It was mentioned that there are no appointments available when looking online. Action: Jamie to check appointment system.

### 2. Policy update on ear syringing since covid

It was asked for this item to be added to the agenda but unfortunately could not attend. Joanna briefly explained that there is a protocol in place for ear syringing.

### 3. Any New Staff

Rachael said that we have got some new members of staff and unfortunately have staff members that are leaving Bethesda. Dr Mahmoud is now working as a salaried gp and his working days are Wednesday, Thursday and Friday he will be working with the Blue team. At the beginning of October we have two new nurses that will be working full time Reva and Sabine. Rachael explained that there are currently job adverts out for a nursing associate position and Health Care Assistant positions. Rachael also informed the group that Dr Joy will be leaving our practice to go and work as a Locum.

It was commented that there is not much availability of GPs to recruit in this area. There is not as many GPs due to the higher demand and more pressure.

#### 4. Thanet Health CIC Patient Reference Group

It was asked what is this group and how is it being funded. Rachael explained that it is a group made up of members of different patient working groups and that two members would attend so will feed back to the rest of the group.

Action: Rachael to ask Margaret where the funding comes from and how to add items to the agenda.

Post meeting note : Email received back from Margaret. Jo to circulate with the minutes.

It was also asked if the PWG can have access to the minutes from the Thanet Health CIC Patient Meeting. Action : Kathy and Rachael to ask.

#### 5. QOF

Jodie explained her job role as a QOF administrator. She explained that QOF stands for Quality Outwork Framework. She explained that her job is to look at the specific categories and run the appropriate reports to ensure each patient gets called in for their appropriate tests and appointments. She explained that the reports are run to meet the national standards and to keep on top of monitoring patients health concerns.

It was asked if Jodies job with QOF is similar to the Frailty team, Jodie explained that the Frailty team helps with the more social aspects and QOF supports the medical needs of patients.

#### 6. Terms of Reference

Rachael said the terms of reference were old and may need a review and she said she would send out with the minutes. Action: Joanna to send and PWG to send back any feedback.

#### 7. Update from the IT Meeting

Rachael explained that In the previous sub group meeting a lot of issues were highlighted with the telephony system and that Jamie was left with actions to run various reports to give a better picture for the next meeting.

A member advised that he feels that the system we have has no issues but the reason for the concerns that we do not have enough appointments for the

amount of patients. Rachael explained that the gps will see 27 patients per day whether that be face to face or telephone consultation, along with patient encounters they have to do all of their prescriptions, path results and hospital letters.

Any other Business

It was asked if the seating arrangement in the waiting area can be changed as the screens are hard to see. Action: Rachael to look into this.

A member asked about the status of the clock, Rachael advised that it has been sent off to be fixed.

A member asked Jodie how she feels about QOF and if it takes a lot of time to contact patients. Jodie explained that we have a system called patient chase which allows us to contact each category at a time as bulk.

It was also informed everyone that Palm Bay Pharmacy are now charging for delivery of prescriptions.

It was asked if we had any ideas for a fundraising committee and what to raise money for. Action: Rachael to circulate the question to staff to come up with ideas of what is needed.

It was also suggested that we get rid of the patient kiosk that are no longer in use to allow for more space. said she would raise this at the next patient reference meeting.

The next meeting was agreed for Wednesday 09<sup>th</sup> November.