

Patient Participation Group
Zoom Meeting - 20th October 2020

Those Present : Rosemary Hillyard, Diane Westray, Paul Day,
Victoria Bellamy, Anne banks, Elizabeth Carless,
Scott Ridley and Dr Shaheen Jinah.

Apologies from: Christine Powell and Maria Power.

The minutes of the last meeting were visited and updated.

The Patient Survey

The patient satisfaction survey returns had increased from 345 - 420 from the last meeting. Since the last meeting it had been advertised on Facebook to increase patient participation

It was decided that it was worth while doing a survey on a regular basis, say every year, to get feedback on the services provided by the Practice.

Telephone Demand.

There is still some dissatisfaction with the delay of telephone answering with some patients waiting an unacceptable time.

The Practice were aware of the pent -up demand during the early part of the morning. We were told that up to 16 patients can be put onto the call waiting list, which could cause frustration.

Scott said that the call figures had gone up considerably. In October 2019 there were 2508 call made during the month where as in October 2020 there was an increase of 643 to 3151 calls.

Influenza Vaccine.

The Practice was pleased at the smooth running of the Influenza sessions, which worked very well with an uptake so far of 67% of those over 65.

The clinics will continue for 1 hour x 3 times per week.

E - Consultations.

There is an increase of pre-bookable appointments.

Some patients are happy to wait for a few days.

Nothing has changed, if after triage the patient needs to talk to a doctor, they will be directed to do so and then will be seen in the surgery if necessary.

The increased appointments are spread over the day.

It was suggested that the appointments be released at certain times of the day to relieve pressure of the phone calls in the morning.

Covid 19 Testing.

It was noted you could phone either 111 or the Covid 19 number = 119 for advice if you had symptoms of Covid 19.

Also that there was a new permanent testing centre site in Aylesbury.

Primary Care Networks and Direct Enhanced Services DES

Primary Care Networks introduced in January 2019 is to build on contracts and a 5 year plan.

There was to be Direct Enhanced Service amendments with pay and additional workforces. DES pays packets of funding to the PCN for targeted services but it has to be evidence based funding.

- 1) Funding Care Home work – model to support patients in Care Homes.
There are 148 patients in Care Homes in our Primary Care Network.
Amersham has the lion share of patients in care homes.
- 2) A Business Manager has to be employed through Fed Bucks.
- 3) A grade 7 Pharmacist has been employed - Erjane starting in December.
- 4) The PCN four Social Prescribers have started working out of the Amersham Medical Centre.

Patient Participation Website.

Simon has kindly taken on our PPG website. He is putting together a basic simple, easy to use web page open to everyone. It will provide key information, promote health issues and provide a platform for comment. There will be a PPG Virtual Group form to enable patients to join the PPG if they wish to.

Pharmacy

A number of Patients have enquired whether the Pharmacy was closed for two weeks. We were informed that the Pharmacy was not closed but the services were curtailed due to a Robot dispenser being installed.

Scott then produced diagrams and pictures of the Rowa Smart System Pharmacy Robot and the various stages of it's installation.

The Robot is able to sort out medications, deposit them into their sections inside and then dispense three prescriptions at a time into a waiting container.

The medications are then manually checked before being giving to the patient.

Elizabeth Carless

Agenda Update on Robot.

Update on Covid 19 vaccination programme

Introduction of our four Social Prescribers.

Introduction of the new G.P.

Zoom Talk on Medical Detection Dogs on Friday, 29th January 2021

Any other business

E - Consultations. There had been an increase in the bookable