**Patient Participation Group Minutes**

**21st October 2021**

Present: Julie Pop and Ron Hodson

GCS Staff: Tanya Claridge Clinical Manager, Shannon Munns Management Support, Joanne Carr Practice Nurse, Mary Hutson, Social Prescriber

Doctors: Dr Angela Stevens-King

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|  | Action |
| 1. Previous minutes revised
2. Staff Update

We have several staff members leaving, we have successfully recruited In to these positions except one for Practice Nurse. Staff are experiencing increasing levels of abuse which does not help retain them.1. Flu vaccinations are in full swing, we have had two successful Saturday clinics and we have further weekday and late night clinics planned. The cohort includes all those over 50yrs as it did last year so the workload has increased. Uptake appears to be good.
2. Covid Booster Vaccinations have begun at Doddington, we have partnered with FGP to do this. As the clinics are weekends we are not deploying staff, they are signing up for shifts they want to do. The administrative work involved with Covid vaccines has created a big additional workload. We are sending out the invites for patients reaching their 182 day post 2nd primary dose. Reception are booking and taking queries, they are being supported by the Administration Department to help ease the amount of incoming calls to reception. The uptake has been good, with 80%+ of our eligible population having had their first vaccine, and 90%+ of these going on to have their second dose. We are co-ordinating the booster vaccinations for the housebound patients registered with us.
3. JP and RH provided an update on the C&P CCG meeting. Doddington Hospital is to host specialist clinics for patients with long term conditions such as Diabetes. GP’s will be able to refer patients to consultants working locally at Doddington.
4. TC and the Partners attended a meeting with the Town Council to answer questions raised by members of the public. The meeting was very useful for both GCS and the Town Council. Cllr Benney has joined the PPG which will hopefully help establish stronger links with the Town Council. The slides from the meeting have been circulated amongst the PPG, no further questions have been raised.
5. IB thanked the surgery for taking part in the meeting with the Town Council and has offered to support the surgery in seeking funding to reconfigure internally to create more consulting rooms or to build an extension. There is some Section 106 funding available but not much. The CCG state that the surgery has the capacity to register up to 15,000 patients (3,000 more than the current registered population). Dr ASK raised that current level of demand is unsafe for GP’s, adding in that the previous week she spoke to 50 patients in a day which is well above the recommended levels of safe working. IB unsure why practices are not taking for money from local developments, ASK said that the NHSE does not want surgery footprints to grow as they will then be required to pay them more rent to them.
6. RH and JP recently attended the Patient Reference Group. The general feeling from this was that General Practice is receiving lots of negative feedback from patients. TC and SM agreed that George Clare is no exception, we continue to issue Zero Tolerance letters to verbally abusive patients. Negative comments on social media do have a detrimental impact on staff.
7. RH - Not all patients over 65yrs have been receiving SMS reminders to book their flu vaccinations. TC said that the invites has been set to send at 200 per day, so that the reception and administrative staff were not inundated with calls. In addition, a mobile number would need to be added to the patient record.
8. RH- Raising of a patients negative experience with GCS. TC asked RH to pass on the details of the patient/ask the patient to make contact so we are able to look in to this.
9. IB-How many patients have we got that have been vaccinated against covid and have gone on to catch covid and die? ASK- We do not have this information.
10. RH- Are we still two GP’s less than we should have? TC confirmed the FTE for GP’s is 4.8. We are currently trying to recruit
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**Next meeting 20th January 2022**