Barton House Group Practice

Virtual PPG Meeting

**Thursday 9th December 2021**

**Time: 1.30**

1. **Present:** BN, DB, EP, WD, DE, IS, BS, MB

**Apologies:** JN

1. **Welcome and Introduction**: MB thanked everyone for attending the meeting, wanted to have a face2face meeting but in the current climate this was not possible.
2. **Updates From Barton House GP**:

**Staff:**

* **Maternity leave:** Dr’s Freeman and Dr Drew, and Dr’s Ward and Williams are all on maternity leave, all have had babies. Dr Freeman to return in February. Dr Clouter is on long term sick leave, expected to return in April/May 2022.
* **New Staff**: We have employed new GP’s to cover the maternity leave, Dr’s Stone, John & Dr Gidley. We are also looking to recruit more GP’s and in the interim are using locums. We have recruited 3 new receptionists.
* **Retirement**: Dr Bench expecting to retire in 2022.

**Flu/ Covid19 Vaccines:**

* **House bound patients have had the flu vaccines**; this was done by District nursing Team. Due to the complexities of the logistics involved with the Pfizer vaccine, this has caused difficulties for housebound patients to have the Covid booster. This caused delays to housebound booster program. The Logistics have been resolved, another team has been recruited and patients are now being vaccinated. The GPFed and PCN are arranging this.
* **What the GPs have been asked to concentrate on as a result of the new variant**: Gps have been instructed to concentrate on the vaccination program to get patients vaccinated. We are now being asked to book patients in for the booster, this was previously done by the PCN.
* **DE** mentioned that he volunteered at the John Scott health centre, and asked if Gp’s will be vaccinating patient at the centres. Due to lack of GP’s, medical students have been hired and this has resulted in GP’s caring after their patients.
* I**S** mentioned the GPconfed GP programme. This service was not being utilised as there was a national GP recruitment issue.
* Some Quality and Outcomes Frameworks Contracts and targets have been suspended. We will continue to offer health checks to patients, especially as this was not done last year.

**Government Plan B:**

* We will reinforce that masks are worn in the practice, that here is adequate ventilation, but we will not close our doors.

**Website**:

* New Website was shown to the group, all members approved, BN looking to giving group early or limited access. Information is easier to find. Ongoing project, items to add, community services, information about Neighbourhood. Website to be released in January 20211, PPG members to have early access.

**Patient and Carer Feedback /Q&As:**

* New road closures mentioned. Access problems for both patients and staff.
* IS mentioned new feedback regarding what is going well, what is not going well. Young people, working people having difficulties in accessing gp appointment. MB mentioned going back to waiting room full of patients was not possible. Previously patients were seen face2face for issues that now can be dealt with on the phone. BN mentioned ways people can book appointments, ie speaking to receptionist, online services, automated system. Currently lack of appointments was due to staffing issues.
* WD mentioned prescription issues, new pharmacist has been recruited.
* EP, mentioned ear syringing, MB mentioned that this service has now resumed.
* EP asked about isolation, as rules kept changing.
* 4 Feedback to be left on google or care opinion.

1. **Summary and Close:**
2. **Date of Next Meeting:** To be confirmed