**Carmel Medical Practice**

**Patient Participation Group**

**Date: 8/9/2021**

**Present:**

**Prof Fuat – Senior Partner**

**Gwenda Blake – Practice Manager**

**Neil Thompson**

**David Lee**

**David Simmons**

**Richard Twomey**

**Sheila Parks**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** |  |  |
| **Minutes of Last Meeting** | N/A |  |
| **Agenda Items** | As this is the first meeting since the Covid Pandemic Professor Fuat and Gwenda Blake wanted to update the members on the way the Practice has adapted to continue providing services for our patients during this challenging time, also to obtain their feedback and their concerns regarding these changes. |  |
| **Contacting the Surgery**  **Other Services**  **Staff** | The main issue with all members is the difficulty of contacting the Practice by telephone.  GB explained that we now have 10750 patients and the volume of calls has increased. We understand how frustrating this can be but we do not have the capacity to add extra phones.  The members all agreed a 'number in queue' would be helpful.  Another concern was the length of our opening message.  Prof Fuat informed the group that this had now been amended and a new transcript of the message was shown to members and they all approved the changes made.  AF explained that another way to contact the Practice is via an E – Consult. This is working very well.  All of our telephone calls and e-consults are triaged and if a patient needs to be seen face to face an appointment will be made with the appropriate clinician.  We can also provide video-consultations as another option and photographs can also be sent in for the  clinician to assess.  Patients not being called at an exact time was discussed and also how this can impact on patients working in essential services. AF explained that due to the variation in their appointments/situations ie emergencies it is not possible to always call within a specific timeframe but they do the best they can.  The Hot Clinic has also been reinstated due to an increase in Covid cases  There are also Enhanced care Home Teams with 4 GP's employed by Primary Healthcare Darlington and there is a Community matron for each home which reduces home visits and admissions for all Darlington Practices.  Our ratio of Doctors & N/Ps has been much improved.  Professor Fuat is retiring from general Practice as of 27th Sept 21.  We now have 4 Partners ;  Dr Mullenheim, Dr Randall, Dr Raza & Dr Johnson as of 1st October.  We also have Dr Geddes who is our salaried GP  We have 3 excellent Nurse Practitioners  Alison Wake, Andrea Kaye & Safak Kocu. | GB will look into this as we have just had a new system installed and see if this facility can be added  . |
| **AOB** | Medication ordering can sometimes cause problems when items need to be re-authorised.  GB informed group that there is a comments box for the patients to add information if needed and that they would be informed if there was an issue with their request. Otherwise the script would be ready to collect within 48 hours from ourselves but this may take longer from their allocated pharmacy.  We have secured the services of Core Prescribing Solutions on a 3 month trial. who will help with our Hospital Discharges and Medication Reviews on behalf of the Practice  The group were informed of the national shortage of blood bottles and that we are unable to do routine bloods until increased supply becomes available.  We have also been informed that our flu vaccines have been delayed but we are hoping to receive the 1st week in October.  We are awaiting guidance on Covid boosters.  It was highlighted by the group that they were aware of some patients being sent to A/E for shingles/asthma.  Professor Fuat thanked all for attending.  **Going forward the date and time of the next meeting will be emailed to the group.**  **Could members forward items to be discussed to our Office Administrator Jen Smart jennifer.smart1@nhs.net**    **The Agenda will then be finalised a week before the meeting and sent to the group before they attend.** | AF assured them he would look into this |