

Minutes of the PPG meeting held on 20th January 2022

Present: Dr. Barbara Cummins, Bridget Docking, Clive Elsmore, Jan Baynam, Ann Childs, Bernice Harding, Steve Furness, Jane MacBean

Apologies: [REDACTED], Mary Whitley, Eileen Elsmore

New health centre update.

The planning application for the new health centre has been deferred until February. The reasons were a bat survey needs to be undertaken. There is concern that if the ash trees currently along the boundary with the Coombs which screen the proposed site from the Coombs are felled due to ash dieback, then the views will be compromised.

Both GP practices are concerned about the process dragging on and that the practices will end up taking a financial hit.

Public transport continues to be a concern

There is a possibility of another 500-600 houses being built in Coleford which will increase further pressure on the practices. Osmond Tricks to be informed. **Action Bridget Docking**

The practice has appointed a new clinical pharmacist Kesh Ramburn, he is being mentored by Dr. Cummins. He has been found office space by moving the admin staff.

Covid Update

Covid the impact on staff had been minimal. A recently installed POCT machine rules out false positives to get staff back to work more quickly. It can be used for patients if a GP thinks it necessary.

The vaccination uptake in the Forest has been very good.

The impact on waiting lists is unclear but it appears some patients with non urgent conditions are experiencing longer waits.

There is a dedicated helpline for people to check their own waiting times

Veteran Friendly Practice

Armed Forces Accreditation this has been awarded to the practice. This means there is extra support for veterans, care can be prioritised if it is directly related to their service such as mental health services. Dr Katie Ramsay is taking the lead.

Telephone calls.

Calls should be answered within about five minutes. However, this depends upon how many patients are waiting in the 'queue'. The telephone system allows for up to approx. 7 persons to queue. If patients calls with receptionists are lengthy, then the wait in the queue for can take longer to be answered.

An incident occurred recently where a patient had to wait over 20 minutes. Occasionally patients can be cut off. This can vary on the time of day. The practice was trying to recruit a new receptionist which would help ease the situation. two candidates had been offered the post but turned it down. Another job advert would be placed.

Repeat prescriptions

The designated prescription ordering line will cease in February. Patients will be encouraged to use the online service or use the repeat ordering form. The few housebound patients will still be able to ring up. Five days notice needs to be given to reorder.

Future practice

Dr Cummins confirmed that the practice would continue to offer telephone consultations as it was more convenient for quite a number patients. GPs were able to speak with more patients. Currently about 40% are face to face. Practice nurses are seeing about two thirds of patients face to face.

All phlebotomy appointments are face to face.

Mask wearing would continue by all health care professionals

AOB: The meeting was informed of a very minor data breach that had occurred, this had been dealt with appropriately and professionally

Next meeting: Wednesday 27th April 2022 at 2pm