

## PRESENT

Practice Representatives: Dr G Pickavance (GP), V Roddie (VR), J Griffiths (JG)

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	<p>other practices, other forums and this forum.</p> <p><b>NHS App</b>          JH attended a session for accessing the NHS App but was concerned at the process involved. JH also concerned that patients may not have access to these systems. Family members may need to be used to assist and it was discussed about arranging a drop in clinic to set up staff. VR to liaise with ICB IT team to see if there can be some drop in clinics for Newbridge. JW also offered to assist with getting patients online if needed.</p> <p>Patients originally used the NHS App when it was required for covid vaccine passports so they could access their medical records, etc.</p> <p>A number of patients had used this online facility to book in for the flu and covid clinics at Newbridge by utilising their online access to make the appointment.</p> <p>New patients also can use the website to register for the surgery (need to confirm that patient is in our practice area). Our website contains updated information.</p>	VR to contact ICB
6	<p>Joint Covid and Flu Clinics held in October and November 2022 – mostly available on line so patients or family members can book these</p> <p>Locum Nurse doing care homes and housebounds across the PCN so as to not impact core nursing appointments</p> <p><b><u>Saturday opening – Extended Access from 1 October 2022</u></b></p> <p>1<sup>st</sup> Saturday – Whitmore Reans and our Health Care Assistant (HCA's) performing NHS Healthchecks as a health campaign.</p> <p>2<sup>nd</sup> and 3<sup>rd</sup> Saturday open 9 am – 5 pm (1 GP, Diabetic Nurse, and Physio, 1 ANP, 1 Nurse and HCA for bloods)</p> <p>4<sup>th</sup> Saturday – 8 am – 2 pm with Locum Doctor with Diabetic Nurse, Physio and 1 HCA for bloods)</p> <p><b><u>Sunday GP Access – East Park</u></b></p> <p>From 4<sup>th</sup> December until 31 March 2023</p> <p>9:00 am – 1:00 pm Sunday appointments available at East Park Medical Practice (one GP and Nurse or HCA)</p> <p><b><u>Bank Holiday</u></b></p> <p>Monday 26 and Tuesday 27 December opening on behalf of PCN and open for face to face appointments. Some will be bookable in advance with embargo until the day and when you need to phone up or book them online.</p> <p><b><u>Staffing</u></b></p> <p>New additional physio staff due to start to work in addition to Kiranjit Bhullar</p> <p>New x2 reception staff joined the practice, Alison and Lesley have joined the practice and have a wealth of previous GP practice experience.</p>	

	<p><b><u>Systems</u></b></p> <p>New systems at the Practice - Telephone system project - including call recording and better phone system with use of headphones</p> <p>New patient calling system to be introduced – Envisage previously Jayex system</p> <p>New patient check in system – still awaiting for this to work – Engage System previously Jayex system</p> <p>Digitisation of Lloyd George records</p> <p>Accelerated access to GP held patient records – originally 1.11.22 but BMA involved and deferred until end of November.</p> <p>The changes NHS England has planned are to be effective from 1 November 2022 and enable all patients over the age of 16 to automatically have prospective (future) access to all medical records held electronically in GP systems, including consultations, documents (sent and received), problem headings, lab results, immunisations and free text entries.</p> <p><a href="https://www.bma.org.uk/accelerated-access-to-gp-held-patient-records-guidance">Accelerated access to GP-held patient records guidance (bma.org.uk)</a></p>	
7	<p><b>Friends and Family Test</b></p> <p>Paper copies have been re-introduced and look to move these to a more prominent position and near to the patient check in if possible. Comments are included on this method but on the MJOG system there is no comments option.</p> <p>VR showed group an extract of how information is collated electronically. Group would like a further breakdown of comments of results.</p>	VR
	January 2022	93.5%
	February 2022	95.9%
	March 2022	95.26%
	April 2022	96%
	May 2022	95.26%
	June 2022	92.5%
	July 2022	92%
	August 2022	96.2%
	September 2022	92%
	October 2022	97%
	November 2022	
	December 2022	
8.	<b>Any Other Business</b>	
	<p>Tea Party on 12 September was a great success and enjoyed by all. £461 pounds raised from cake sale, refreshments and raffle and sent to NHS Charities. Thank you to all those contributed and supported the event as it was a great success and enjoyed by all.</p> <p>JW gave the practice a poster to promote a health campaign event on 27 November 2022.</p>	

	<p>Look to look at social prescriber to attend a future meeting to discuss their role and how they can assist navigate patients. Query regarding what support patients have with travel arrangements if they have temporarily lost their driving licence due to illness.</p> <p>Two new patients said that this practice was so much better than their previous one and appointments available on the day to be booked in.</p> <p>Neighbour practice of Dr Whitehouse retiring and patients to access West Park Surgery.</p>	VR
9.	<b>Date and Time of Next Meeting</b>	
	<p>Wednesday 11 January 2023 at 4:00 pm</p> <p><b>Dates of future meetings will be confirmed at next meeting</b></p>	