**HIGHLANDS SURGERY PRG**

**Minutes of the meeting held on 30th April 2024**

**PRESENT** Dr Shaw, Katie Baker, (**Practice Manager)**, Pat Holden (Chair) KB SC VC PG PGr PHa AJ VJ ML-B RL-B AL EM MP AR LS JS PS MW SW

**APOLOGIES** JJS SJ SM MS

**MINUTES**

Minutes of the meeting held on 26th March were read and agreed by all present.

**DRS APPOINTMENTS ON LINE**

A patient asked whether doctors’ appointments were being put on the system to book online. **KB** responded that yes they were, but that they were snapped up extremely quickly. She explained these were usually added at 8am, but sometimes other appointments were released during the day. She said there had been a slight increase in DNAs on routine appointments. She advised that telephone appointments were also going very quickly. She told us that at present the surgery was immensely busy with huge volumes of people ringing in each day. She said discussions were taking place regarding whether other alternative ways of booking might help.

She advised that the surgery currently had 3 GP Registrars and that they were looking at taking on a new N.P. (Nurse Practitioner). The surgery were also looking at the possibility of putting on an extra clinic in the day. She emphasised that there really was no perfect system, but that they were constantly reviewing and tweaking to make the system the best it can be.

**STAFFING UPDATE**

We were advised that Dr Boyce would be returning in August and would be working on a Weds and Thurs, this would mean that Dr Mahir would be leaving as she had been covering maternity leave.

**TELEPHONES**

**KB** informed us that the call-back function was going back on, but this would only kick in if there were 10 or more patients in the queue. **KB** was also asked about requests for feedback at the end of a call; she explained that this function was only set up if a patient had been on the phone over a certain amount of time.

**FLU VACCINATIONS**

**KB** told us that it was probable that flu clinics would not take place on Saturdays this coming year, as it was not cost effective to pay staff to work on a Saturday. She said they would still want to use volunteers for the proposed weekday clinics.

**EXTENDED ACCESS CLINICS**

**Dr Shaw** advised us that the current contract for this service was due to expire in three months. It was hoped that the service would come back into the PCN which would mean they could use their own clinicians, rather than outsiders. He said there had been some problems in recent months.

**SHINGLES VACCINE**

In response to a question, **Dr Shaw** explained that the shingles vaccine only needs to be given once. He added that it could help prevent people getting shingles but if they did still get shingles it would lessen the symptoms. He also said there was some evidence to show the vaccine may be linked with a 20% lower dementia risk.

Advice regarding **Covid Vaccine** was sent out earlier by **PH** Chair of PPG.

The next meeting will be held on

**Tues 28th May 2024 at 12.30**

**in St Margaret’s Church Meeting Room, Lime Avenue SS9 3PA**