**HIGHLANDS SURGERY PPG**

**Minutes of the meeting held on 23rd July 2024**

**PRESENT** Dr Shaw, Katie Baker, (**Practice Manager)**, Pat Holden (Chair), SC VC RE FG PG PGr JJS AJ VJ ML-B RL-B AL EM SM MP AR LSa LS JS MW

**APOLOGIES** SJ MS SW

**PH (CHAIR)** welcomed all to the meeting.

**MINUTES**Last month’s minutes were read and agreed by all.

**DIGITAL SYSTEMS INCLUDING EDATT  
KB** said there was still no update on EDATT being approved (this is an Automated Assistant for General Practice)  
**GP connect** is a service that lets GP practices and authorised clinical staff share and view GP practice clinical information and data between IT systems; it is currently free for the practice.  
**Anima** will hopefully be available at the Practice within 2 years. This is an integrated care platform enabling a safe and fast way of managing patient requests.   
**Patients Know Best** is a secure online record of your health and care information, including that from the hospital, which you can access anytime, anywhere via the PKB website or via the NHS App. You can also choose to share it with your health and care professionals, your relatives or your carers.

**FRIENDS and FAMILY TEST (FFT)**As part of the GMS Contract, Surgeries are required to take part in Friends and Family tests. This was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment. Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport.

**KB** said thatServices are not required to ask patients to complete the FFT however we encourage feedback and so a link will be sent to the patient either with their appointment reminder or after their appointment. Patients would also be sent a survey if they had a telephone call lasting over 5 minutes, and they can also find the form on our website. The results are then submitted monthly to NHSE. Last month we received 249 responses; the majority (213) of responses were good or very good, 2 were poor, 1 very poor.

**GP Annual Survey**The NHS sent the annual GP Survey to 289 patients. Of the 289 which were sent only 106 people responded. This survey is sent out in January of each year. As this is such a small number and the results do not necessarily reflect the views and opinions of the majority of our patients the Surgery will be sending their own version on a more regular basis and to larger numbers of patients. This was recently sent out to PPG members.

**Dr Shaw** was asked if the practice had considered doing video consultations as some surgeries do since Covid. He said that they are not usually any more helpful than a phone call as non-verbal symptoms cannot be assessed. They can be useful for palliative care but face to face consultation is much better for both sides as a rule. Highlands Surgery was still doing some F2F consultations during Covid. On the whole, patients wouldn’t like video consultations – a view endorsed by the members at the meeting.

The number of registered patients has increased and is now 14346.

**Dressings**   
The surgery is not funded for providing dressings so, if dressings need to be done there, a prescription must be sent to a pharmacy and the patient, or sometimes the surgery, must collect it.

The **weighing machine** should be working in future, so patients can check their weight in kgs if they are asked for it by the check-in screen.

**Blood Pressure**  
If you want to track your BP, Dr Shaw recommended taking it 3 times and taking best result; do this 4 times a day. Ideally it should be less than 140/90. There is a BP machine in both surgery waiting rooms.  
Some pharmacies will check it for free if you are over 40, but not if you have high blood pressure already or it has been checked by a healthcare professional in the past 6 months. If you’re registered with a GP surgery, your GP health record will be updated.  
You can search for a participating pharmacy at   
<https://www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/>

**FLU**

**KB** said the flu injections are for over 65s and other categories of people who are vulnerable. Vaccination clinics would start on Weds **2nd October** and the surgery would not be holding them on a Saturday this year, but two days a week at the Branch Site; no other appointments would take place at the Branch Site at those times. If there is a need for Saturday vaccinations, that can be arranged. Patients will be able to book appointments on line, and some vaccinations may be able to be done in surgery when a patient sees the doctor The PPG has been asked for volunteers to help at the clinics as usual. PH will contact those who have helped before and welcome any new volunteers.

**COVID**

Covid vaccinations will be available to everyone aged 65 and over, to those in care homes for older people and in vulnerable categories. ##

**Respiratory Syncytial Virus (RSV)**  
The RSV) vaccinations will be given from September for those 75 to 79 years old and those 28 weeks pregnant or more.

It is possible that two different vaccinations may be administered at the same time.  
 **MMR  
Dr Shaw** said there are about five or six families at the surgery who are anti vaccination. Unfortunately the surgery is financially penalised by NHSE for not giving these vaccinations and does not receive all the funding it would get; and each injection is worth quite a lot of money. **Dr Shaw** said this had been raised with the ICB but needs to be taken higher. The LMC (Local Medical Committee) had undertaken a survey of practices and asked what financial impact the low uptake of children’s immunisations had, and this would be raise to NHSE.

**B12 INJECTIONS**

**Dr Shaw** explained there had been a change to tablets rather than injections. There is a guidance update on this, and he is looking at how this will work at the surgery. Certain cohorts, such as those with pernicious anaemia (an inability to absorb vitamin B12), will always need injections, but with other conditions a tablet is best as it can be easily absorbed.

The NHS fund certain standard injections but others have to be paid for.

**MODERN GENERAL PRACTICE**

**Dr Shaw** explained that pre-election the surgery had been using digital tools for appointments; however there was a move to reduce booking on-line, and also to see patients within two weeks. There was also a push towards total triage such as by e-consult, but Highlands surgery will not be going this way, as they have their own system of triage, which works well.

Doctor appointments are no longer available via on-line apps as this was hitting problems; patients have to phone in for them. Nurse appointments are still available on-line.

Dr Shaw said they were unsure at present what changes the new government might bring in, probably they would want more access and more continuity, but these cannot both be increased at the same time.

There is **no meeting planned for August**, so the next one will be on

Tues **24th September** 2024 at 12.30

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

## Since the meeting, I have read that the Government has decided to offer vaccination to various care workers.

Find information at  
<https://www.gov.uk/government/news/government-accepts-advice-on-2024-autumn-covid-vaccine-programme>