**HIGHLANDS SURGERY PPG**

**Minutes of the meeting held on 28th May 2024**

**PRESENT** Dr Shaw, Katie Baker, (**Practice Manager)**, Pat Holden (Chair), SC GC PG AJ VJ SJ ML-B RL-B EM SM MP LS

**APOLOGIES** JB YC DG MG PG PHa WH JJS AR JS PS MS MW SW

**MINUTES**

**PH (Chair)** welcomed a new member to the group, and thanked **Dr Shaw** and **KB** for attending.

Last month’s **minutes** were agreed by all present.

There was no set agenda for this meeting, which was opened to those present to ask any questions they wished.

**Q.** What flu vaccine is currently being used and is it possible to get a Pfizer vaccine?

**Dr Shaw** said that the surgery can only use the vaccine they are supplied with, which at present is Moderna. He explained they receive the vaccine that best covers the strain current at that time. He felt that if there were genuine reasons for needing a Pfizer vaccine the only way to get it would be by paying privately.

**KB** told us if there are more Covid injections they will take place in October. The current cohort, which started in April finishes at the end of June. The injection is effective for about 6 months. **Dr Shaw** said that currently there is a lower uptake for the vaccination, probably because cases are milder; at present very few cases need hospital admission. The only test in use is the lateral flow test; there is no longer any second testing.

**Q.**  What is the current staffing situation at the practice?

**KB** advised us that Dr Maheer who was covering maternity leave for Dr Boyce has now left the practice, but Dr Hayley Boyce will not be returning until August. Dr Bhat(f), one of the current trainees, will be joining the practice and will be providing four sessions a week. Dr Fabiha Miah will also be joining the practice to do 3 full days a week, which means there will be less locum cover needed. **Dr Shaw** said things will look a little different staff-wise in the autumn. Two of the trainees are also leaving shortly to go on maternity leave.

When asked, **Dr Shaw** said there are now 14,222 patients registered at the Practice.

**Q.**  Is the Ring Back service now operative?

**KB** informed us that it was now up and working successfully. It comes into operation if there are more than 10 patients in the queue. The surgery has already received some positive feedback about the service.

**Q.** When booking on-line, why does the system time out while you are adding the reason for an appointment?

**KB** responded had they had no idea this was happening as nobody had mentioned it to them before. Some members of the group confirmed the same had happened to them - while typing a reason, the appointment had disappeared from the screen. **KB** said she would definitely investigate. She assured us that the Practice is still looking at the best way for booking appointments, without it being misused in any way.

She assured us that as Practice Manager she is always looking for new ways of managing tasks, and as a Practice, they were constantly striving for efficiency of working, by having clearly defined roles, and by trying to pick up things as soon as possible. She advised us that a locum was used one day a week just to look at admin, which obviously frees up doctors from doing tasks they don’t need to.

She advised us at present the Practice are looking at the best way to send out appointment reminders, and apologised in advance should a patient not receive a reminder, which is possible while they are working through the process.

She also advised us that the practice were hoping to launch a new software package, called EDATT. She explained there will be a little pop up box in a corner of the website with an Avatar, this will assist you in finding where you need to be. There will also be help signing up for the NHS App. The new App is very user friendly and the suppliers like to engage with PPGs so hopefully they will attend a future meeting. This will be funded for 1 year and it’s possible the surgery may then change to another App.

(There is a demonstration video at <https://www.youtube.com/watch?v=DuHrr_vKx8A>)

**Q.** Is Airmid still a viable App?

**Dr Shaw** replied that the Airmid App is still good to use, it is only SystmOne that will no longer be updated. He suggested the best App to use was the NHS one as it will be kept updated. He explained that where the Practice was concerned messaging was free on the NHS App, because it goes through the system.

**Q.** What is the turnaround time for an insurance claim?

**Dr Shaw** said it was 28 days, but that forms were often completed in less time. He said the forms were distributed evenly amongst the doctors in the surgery, and that they tried to keep their prices as competitive as possible.

**Q.** What is the Fracture Liaison Service?

**Dr Shaw** explained that a referral may be sent to them if you had experienced a low trauma fracture. They could arrange for you to have a yearly injection, or might refer you to your GP for medication. The usual medication is Zolendronic Acid, part of the bisphosphonate group. As there is a slight possibility this can cause Osteonecrosis of the jaw, it is advised that you see a dentist before starting this medication.

**Q.** A question was asked about the running of A&E (This department is where Orthopaedics was situated before)

**Dr Shaw** explained the areas in A&E were Minors, Majors, Resus and Paediatrics.   
Minors deal with minor injuries including fractures, coughs and colds.  
Majors are for more severe cases and if observations of a certain level are needed.  
Resus is for the very ill. Patients waiting for tests are sent to an Assessment Unit.   
If necessary, you will be referred to AMU (Acute Medical Unit), where you may remain for 24 hours or so or, if surgery may be necessary, to a Surgical Unit. If it is predicted that a patient needs a longer stay they may be sent to a ward.

**Dr Shaw** said the Out of Hours GP Service could be found in the Day Assessment Unit (enter by the Maternity Unit)

The next meeting will be held on

**Tues 25th June 2024 at 12.30**

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