**HIGHLANDS SURGERY PPG**

**Minutes of the meeting held on 24th September 2024**

**PLEASE NOTE EARLIER TIME OF NEXT MEETING – 12 noon**

**PRESENT** Dr Shaw, Katie Baker, (**Practice Manager)**, Pat Holden (Chair), BB KB SC JdT PHa ML-B RL-B EM MP AR LSa JS PS DT SW

**APOLOGIES** JB VC FG AJ VJ SM LS MS MW

**PH** warmly welcomed everyone to the meeting, including a new member.

The minutes were read and agreed by all

**UPDATE ON FLU CLINICS.**

**KB** informed us the first clinics will be held on 8th and 9th October at the Branch Surgery and most flu clinics will be at this site. She said that there were currently 2 nurses on sick leave but that locum nurses had been booked to cover their absence. She advised they were currently advertising for another practice nurse and had received 12 applications to date.

**KB** also said the Covid vaccine would arrive in time for the flu clinics, so patients would be able to have both flu and Covid vaccinations at the same time; they did not know what Covid vaccine they would receive. **Dr Shaw** said that if having both, the injections needed to be given in separate arms. If a patient had had Covid they should wait 4 weeks after being clear before having the Covid vaccination.

If a patient had been given a steroid injection, they should wait a fortnight before having a flu injection and a month before having a Covid injection.

When asked about the Respiratory Syncytial Virus (RSV) vaccination, **Dr Shaw** said the surgery had received advice that patients could not have all 3 vaccines together. He explained that this was not a seasonal vaccine, but could be administered all year round, so flu and Covid are being targeted first. It was probable that those in Care Homes would receive the RSV vaccination first, but a Nurse appointment for it can be booked on line for those eligible (75 – 79 years old). **KB** said it had been left to the midwives to order it for pregnant women.

**APPOINTMENTS**

**KB** explained they were currently looking at the balance between urgent, on the day, and routine appointments. They were looking at capping the urgent, thereby freeing up more routine appointments.

Appointments were now being made by phone in order to triage the calls and direct the patient to the best source of help - this is working well. The call back option is functioning well and the new phone system has helped to facilitate this.

**Dr Shaw** added that Saturday appointments were very popular, the system was now being run by the PCN and is delivered from Highlands. He explained there are 2 or 3 Drs on site, each being able to manage approximately 20 appointments, which means 40 – 60 extra appointments for the PCN on a Saturday between 8am and 5pm. Our allocation is approx. 20 appointments. The partners at Highlands were working some Saturdays. Appointments could be booked through the practice, if there were appointments available, and this had been offered.

The appointments are available to all practices in the SS9 PCN and there is a Standard Operations Contract in place, so all patients would receive the same standard of care found in Highlands Surgery

**DNAs**

We were informed there were 18 Doctors’ appointments and 14 Nurses’ appointments **not attended** in August alone.

**KB** advised us that a new process had been put in place; a member of the admin staff would monitor DNAs on a daily basis and will phone the patient to find the reason for not attending. The practice is now sending out letters for these missed appointments and, should a patient receive 3 such letters, they could be asked to leave the practice; there would of course be communication with the patient before this happened. The practice is still getting on the day DNAs, where a patient has booked the appointment that day and still does not turn up.

**EDATT**

**KB** said she was hoping to catch up with the digital team within a week. So hopefully this should happen fairly soon and she would keep us updated.

**PRACTICE PHARMACISTS**

**Dr Shaw** said if you need to speak to a practice pharmacist it is best to ring the prescription clerk or reception and they will be able to make an appointment for you. You are able to ask the pharmacist about side effects from medication and they can advise and, if necessary, refer to a Doctor; you might then be phoned or called in to discuss the issue.

A question was asked, if blood pressure, for example, was taken at a local pharmacy, would the results of this be sent to the surgery to go on a patient’s records. **Dr Shaw us** assured that any interaction at a pharmacy and the surgery gets sent a message.

A question was asked is the practice still taking new patients?

The answer was **yes.**

**Next meeting** to be held at St Margaret’s Meeting Room (entrance opposite the Church)
Lime Avenue Leigh-on-Sea SS9 3PA
on **Tuesday 29th October** at **12.00 midday.**