

## Summary of Patients' Voice Meeting of 17<sup>th</sup> August 2021

The Practice Manager outlined the intended processes for the forthcoming influenza and covid-booster vaccinations in the autumn within the practice. The government will not be using the large regional vaccination centres for the single-dose covid booster programme and so the practice will have a larger group of patients to deal with. The practice is very grateful to William Brookes School for kindly making its facilities available once again on Saturdays in the autumn and during the school half term holiday. The practice is aiming to do the majority of vaccinations at the school as a combined flu/covid programme and patients will be invited in a similar sequence as for their previous covid vaccinations, probably around six months after their second vaccination. There will also need to be some additional vaccinations carried out at other times e.g. for those only wanting flu or only covid vaccinations.

There have been some admin staffing difficulties in recent weeks meaning it has not always been possible to staff the front desk in Cressage. There have also been shortages within the nursing team but it is hoped that the situation will improve from mid September. A new phlebotomist will be starting at the practice in September which will be a great help in taking blood samples. A new receptionist is also being recruited for mid-October following a staff retirement.

The practice will have a new Community Care Coordinator to signpost patients and relatives to appropriate support from a range of sources.

There have been various locums who have been covering a period of GP maternity leave but most of these are well known within the practice. There will be a new GP Registrar in October.

Access to GP consultations is still largely through telephone and online consultations but with face-to-face consultations available when required. Current appointments are not showing on the NHS or Patient App but these should show from September.

Reviews for long term conditions which started in April are continuing to be arranged by month of birth with invites being sent out with a customised proforma to complete which is related specifically to an individual's conditions. The completed forms are checked and the patient may be notified e.g. that the situation is satisfactory, that they may need a change of medication or they may need a face-to-face consultation. The nursing shortage has impacted on the pace of these reviews but we are now striving to catch up.

The Practice Manager outlined the procedures still in place which strive to ensure the continuing safety of patients and staff during the covid pandemic. These are being monitored and modified as the situation changes and are in line with NHS guidance.

A member of the group asked (on behalf of other patients) if it was necessary to have a full three-hour response window when booking telephone appointments. The Practice Manager said this was necessary in order to give opportunity for effective response to address urgent calls from other patients which then requires the timing of non-urgent calls to be re-scheduled within those three hours. This would make it difficult to give a more precise time for non-urgent calls as some of these would be subject to change.

The group asked the Practice Manager for a breakdown of the various types of patient consultation e.g. face-to-face, telephone, e-consult over recent times and how this had changed as a result of the covid crisis. The group was provided with a detailed breakdown of the various types of consultation for an equivalent period in 2019, 2020 and 2021 so that the nature of the changes could be studied.