

**THE VALLEYS MEDICAL PARTNERSHIP PPG**

Date: **8 September 2022 @ 6.30 p.m.**

Venue: **Meeting held at Gosforth Valley Medical Centre**

1. **Attendance & Apologies**

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| **Present:**  Glyn Jones (Chair)  Dr Tom Martin - GP Partner  Shelley Hinson  John Needham  Andrew Watson (minutes)  Mary Milner  Wendy Jones  Pat Boyle  Sarah Bond  Margaret Askham | **Apologies:**  Helen Lane  Mike Kirby  Evelyn Kirby  Adrian Hubbard |

Resignations received from Jenny and Howard Mills.

Apologies were received from several members (these are noted – see above).

**1a. Minutes of Meeting (21 July 2022)**

The minutes were approved as an accurate record.

Note made that several members were unable to download the minutes.

1. **Update from previous meeting**

**Medicine Order Line:** Nothing has changed since last meeting, service still unsatisfactory. The practice has no control over this service, principal responsibility lying with the Integrated Care Group.

**Lack of reception staff:** Staff have recently been seen at Gosforth Valley (GV), less so at Moss Valley (MV). Dr Martin commented that the surgeries are still not fully staffed with reception being a difficult position to fill.

**MV & GV reception walkthroughs:** Easy access to waiting room/reception. Good signage. Check-in screen visible. Several visible notices requesting use of check-in screen and hand sanitiser. Bell on reception in case of need.

**Social Media:** Facebook presence has noticeably increased.

1. **Practice Management Update**

Bernie Highfield has left her position as Practice Manager. The 2 assistants and GPs are stepping in to cover short term. A former Practice Manager has offered to volunteer as well. An advert is out to fill this position and interviews should take place later in the month.

GV has managed to fill their Receptionist vacancy and the new employee will start on 17/10/2022

1. **How the Annual Review Process works / Batch Prescribing – who is eligible**

The review process appears to differ and concern expressed over reviews taking place before blood test results etc.

Dr Martin explained that the review is triggered on the 14th prescription request. Gavin Williamson and his team are responsible for the reviews. Clinical notes are reviewed and if no issues, 13 further prescriptions are approved. If there are issues raised by the notes, contact is requested to facilitate more detailed review. Patients will never be left without medication, even if a temporary approval for one month’s supply has to be given. Anyone on a repeat prescription is eligible for Batch Prescribing.

Concern was expressed that the system isn’t working like this and some patients only hear of a review when they contact the Pharmacy. It was also suggested that the trigger for the review may be better on the 13th prescription or even the 12th.

The possibility for patients at MV to have Batch Prescriptions was raised. Concern was expressed over the Batch Prescribing system as there is the possibility or likelihood that unnecessary items would be issued.

It was suggested and agreed that Blake Watson from Peak Pharmacy should attend our next meeting so that he would be able to suggest how this system would best work. Glyn to arrange this.

1. **Covid Booster / Flu Update**

There is a vaccination clinic arranged at MV and GV on 27 September am with an alternative date of 12 October pm. There will be others later in October. Everyone with a mobile number on the system should receive a text invite. Current eligibility is age 65+. There is a preference but not a requirement for the 2 vaccines to be taken together. There are issues with ordering them for use at the same time although there should be sufficient of both for the first clinic.

A question was raised about short-dated covid vaccines. It was explained that there have been numerous changes to the actual “use by” dates by the manufacturer after the vaccines were received by the practice.

A comment was made that the text message issued for this purpose mentioned “Moss Valley” which could lead to confusion if the text is not read fully. This will be amended if possible.

Comments were made that previous clinics ran very well apart from some long queues. Time slots will again be issued to attempt to spread attendance.

1. **Any Other Business**

The online booking for appointments is unclear. The practice website has a section titled “NHS, Contact us online”. It is unclear that within this section is where you start the process to request an appointment. A question was asked whether there was a Practice Handbook issued to new patients so that issues like this are not confusing.

The ”Contact us” section on the website will be reviewed to see if it can be made clearer. It was mentioned that requests for appointments can be made online, by telephone or in person at the surgery. However, attendees will simply be asked the same questions as those online and the request will then be submitted for triage, the same as all other requests. The Accurx system is to be updated. The NHS app will also link into Accurx.

1. **Date of Next Meeting**

Thursday 24th November 6.30pm at Moss Valley.

Glyn closed the meeting and thanked everyone for attending.