

## Notes of the Virtual Mortimer Medical Practice PPG meeting

**Appointment Figures** 14,459 appointments booked 477 DNAs (Did not attend) these figures from April until August.

**Green Impact-** Jeanne Wood working on this on-going project with regards to swapping plastic for paper bags.

COVID Vaccination Programme Booster vaccines to hopefully being offered from mid September depending upon availability and delivery of vaccine. It may be the Pfizer vaccine to be used more information to follow as soon as information is known. As with the initial Covid vaccination programme the 90 plus age group will be offered jab first and then coming down the age groups. Still waiting on confirmation if it is necessary to have a 7-day gap between the seasonal flu jab and covid jab. Pop up village hall sites are currently being looked at for these sessions. The seasonal flu jabs will be held over numerous weekends as the over 50 age group now being offered the jab. Kingsland village hall seemed to work well last year so will be used again. Volunteers made be asked to help with parking.

**PPG issues-** Susan Burke, Rosie Garner and Jane Lawrence have handed their resignation from the PPG. Fiona thanked them all for their hard work they have done for the PPG.

**Staff Update** Val Davies is the new receptionist at Leintwardine and has settled in well. We have our first GP Registrar at the surgery being mentored by Dr Kemp who is the practice GP trainer. Dr Mark Woodall started at the beginning of August and is supported by all the GPs.

### Practice News

- a. Essential maintenance at Orleton and Kingsland is to be carried out soon hopefully over weekends so not to cause too much disruption to surgeries. All staff will soon have new uniforms to help patients identify who is who.
- b. Susan mentioned the good write up in the Hereford Times regarding Mortimer Medical Practice. Fiona's aspiration with some improvements next year we could strive to be number 1.

### Questions from patients

1. Is it necessary to have a GP present at our PPG meetings when we are fortunate to have the practice Manager attend? **Answer:** GPs like to be part of the meeting. Being there they can answer questions and queries immediately.
2. NHS Digital Data Gathering **Answer:** The gathering postponed to 01 Sept 21 has been paused. A lot of GPs in the country were very unhappy about how this information was going to be harvested. The Government want assurances that the security of this information is secure. There has been no fixed date for this to commence. A lot of the Practice patients have replied and opted out. It is easy to opt in and out all information is on the Practice website or patients can contact reception.
3. How does the triage system work when patients phone for appointments?  
**Answer:** The surgery has opened up appointments to look more like the pre-Covid days. Face to face and telephone appointments are available to book. If the patient has a telephone triage appointment the Clinician will speak to the patient. If it can't be dealt with on the phone the clinician may need to see the patient. The clinicians have protected appointment so they can book the patient into see them for a face to face appointment.
4. Why do patients have to go to Ross-on-Wye for breast screening a journey of 36miles? What has happened to the mobile breast-screening unit that came to Leominster Hospital?  
**Answer:** Diane answered after she had rung the Breast Screening Unit to be told the mobile unit would be coming to Leominster hopefully in September. They are running late in calling people for their screening because of the pandemic.

### Extra questions:

- a. Patients are told to stand up for 30 minutes after swallowing prescribed antibiotics...why? Dr Cadman –Davies answered this is because some medication can irritate the lining of the stomach.
- b. When are doctors going to be having more face-to-face surgeries? Fiona explained this was already happening. We have opened up the clinics the beginning of July to have more face to face appointments, this enabled those who prefers to see the doctor at the surgery can book in. However we must remember that we are still in a pandemic and NHSE guidance is still to do triage appointments.
- c. Noted that the surgery only has one physiotherapist working from the surgery due to reallocation by the hospital of the second physiotherapist at the moment. This resulted in patients are having to wait longer for appointments. Some appointments may be directed to Leominster Hospital to try and ease the waiting times.
- d. What has happened to the Shingles programme for the over 70-age group. Fiona agreed to find out. Diane asked if the new “ non live” vaccine would be available.
- e. A patient who needs extra large blood pressure cuff size when having her blood pressure taken had to go into reception to have this procedure this made her feel uncomfortable. Fiona has been asked by the PPG to find out why this happened.
- f. Why can't you speak to the Dispensary anymore? Fiona answered this was because of safety issues. When dispensing is taking place they need to not be interrupted. Anyone can ring the surgery and reception will take their details and get the dispenser to ring them back later.
- g. Concern from a patient who is seeing Dr Corbett. Has been informed Dr Corbett not in surgery at the moment. She is worried that any letters from the hospital about her care will not be read or acted upon. Fiona informed the group the Practice operate a GP buddying system so each GP is budded with another so when one is away the other checks their mail etc. So continuity of care continues.
- h. The Network have employed a new Health and wellbeing coach to join Casey on the Health and wellbeing team. Her role is to enable patients to set and meet their goals within the wellbeing setting. Fiona will send out her description and what her role will be with the minutes of the minutes.

#### **Any other business**

It was suggested that reception should introduce themselves by name when answering the phone. Fiona confirmed that this was something that was being encourage. Policies have been updated recently to reflect a name should be used. Fiona is currently looking at a script that all reception should use. Brian asked that it wasn't too much of a script losing the individuality and become like a call centre. This was agreed by Dr Cadman Davies and Fiona.

END CM PPG LINGEN PARISH 01.09.21