

Minutes from the PRG Meeting – Wednesday 7th Jun 2023

Present – Robert Kelso, Lynn Sanders, Di Wogden, Roger Watts, Sylvia Hindley, Bridget Kettle, Grace, Harry Cormack, Sarah B, Simi, Trudi

Apologies – Jo Galbraith and Lisa Eadie who can longer be on the PRG as has moved location.

Welcome - to Grace a student at Pilton Community College who will be doing work experience at Brannam's soon.

Minutes of PRG Meeting from 22nd March.

A copy of the minutes has not been sent to the PRG, the agenda for today was sent electronically.

Matters Arising

Sylvia had found the PRG information on the new website. No current feedback from the cookies needing to be accepted on page 1.

Harry/Registrars

Harry has been at Brannam's for 3 years now and is one of 3 GP trainers (with Dr Matthews and Dr Bond), who have Registrars to mentor in general practice. He currently has Dr David Gill and will have another registrar starting soon. The role includes an induction period where the Registrar shadows the GP, thereafter, they are given their own clinic list that factors in time to discuss with senior GPs any issues or for help and guidance. Registrars can be with the practice for 12 months or as little as a few weeks. The North Devon area seems just about ok with GPs taking up general practice, but nationally other regions are struggling.

Current issues are the waiting times for secondary care reviews from GP referrals, oftentimes patients are referred back to their GP to help further before patient is seen, so additional work to GP load. We are writing more letters to expedite referrals as patient's conditions have worsened over the wait time, for example, asking for expedite appointments for hip reviews as people's mobility/pain worsens over the wait period. Sometimes patient discharge letters are not complete, or delayed in sending to us, so some routine tasks for GPs to carry out are then more urgent due to the delay.

There are supposedly more GPs being trained however some GPs more attracted to bigger towns/cities due to amenities/research possibilities etc. Who would not want to live in the Southwest



Dr Parkinson is on maternity leave, and Dr Gemma Isaac is covering her leave up until November, but getting a permanent locum is more difficult now.

Pharmacy Services

Tesco have stopped the service they once provided of requesting repeat medications from medical centres for their customers, (Boots, Lloyds B, Lloyds Litchdon and Bear St still do) which has produced some frustration for patients and extra work for staff at the surgery. The main advice is to request your medication giving 5 working days' notice as the best rule of thumb.

Underlying difficulties are mostly the shortage of Pharmacists, and this includes recruiting for Primary Care Networks and based in GP surgeries. Also, medication shortages have meant patients inconvenienced and returning to pharmacies to collect medication once delivered and GPs asked to prescribe alternative medications due to out of stock items.

Our Pharmacy Coordinators can sort many issues in the supply of meds but defer to GPs when not able to.

Noted that when ordering medications through SystemOne, one can request repeat medications, but for one off requests, a separate SystemOne request needs to be made. This glitch is known, whether the SystemOne system can be altered, we will see in time. An alternative to requesting through SystemOne is to send an email to the surgery directly requesting medication. This does not send a return email to say received or actioned.

Currently no pharmacies are doing new blister packs for patients, which is troublesome for some patients, but due to the time needed to do these, pharmacies have put a hold on taking more patients onto their lists.

Roger enquired about the impact of Junior doctors strikes – we have planned in the surgery for the impact of this.

Sarah regularly monitors the pressure points on clinic demands and looks for the 3rd free appointment per GP and treatment room clinics. Some GPs have up to a 2 ½ week period before a routine appointment can be booked by patients, with currently a 4 week wait for a well woman GP clinic. The Family Planning Clinic at Barnstaple Health Centre is now only doing coil fittings for contraceptive purposes, and not for HRT reasons. This has meant that the demand for WWCs have increased.

Recent retired staff have returned to be able to put on sufficient blood clinics for Brannam patients.

Robert asked if joint PCN clinics could be arranged but would be dependent on funding.

Floreys

Lynn said that she received a women's health florey and was surprised how long it was and that it took longer than she thought to complete. Along with this, she would have liked to have commented more on some questions, but no option to do so.

Simi explained that the practice is sending more Floreys to patients as they are a useful fact-finding tool so giving clinicians more time when in consultation with patients to address the more salient issues. Patients can also focus on their symptoms, which are most pressing etc. Floreys can prompt patients to help in the diagnoses e.g., asking if patient has one, to use a thermometer and pass the information found back to the clinician.

Very helpful to use in acute settings to give the ACPs (nurses and paramedics) and GPs more information to help in assessment.

Floreys cover on the day issues such as UTIs, sore throats, coughs, back pain, fevers, conjunctivitis, headaches and vomiting. Also useful for sick notes and midwife bookings.

Floreys can be sent to check on whether alterations to medications are working – GPs can set a time for when these are sent. Very useful for follow up. Helps to maintain necessary contact.

Lynn asked if it would increase in scope. To a certain degree, but still the option to see a clinician face to face for many issues, depending on the severity of the problem and need for examination etc.

AOB

Brannam now has 19,000+ patients.

Sarah asking if PRG members are happy to be sent a link for an hours' national training programme for PRG members. Yes, do please send.

The practice will in the future be moving to a Cloud based telephone system (all practices to do so by a date in 2025), away from our telephone current system. This will not have any impact on patients but will let people know where they are in the queue when calling the medical centre.

We have recently had many appointments lost, due to patients not attending their appointments (DNAs). Messages are to be sent out to patients when they DNA, asking them to rebook and if knowing one is not going to make an appointment, then to call and cancel the appointment.

Date of Next Meeting: Wednesday 13th September 2023