

Minutes of PRG Meeting – Wednesday 13th September 2023

Present: Robert Kelso (Chair), Roger Watts, Bridget Kettle, Di Wogden, Sylvia Hindley, Sarah Bickley, Sarah Ennis, Alison Lewis

Apologies: Dr Ed Matthews

Minutes of PRG Meeting from 7th June 2023:

A copy of the Minutes was circulated electronically to the PRG, together with an Agenda for today's meeting. All happy with Minutes of last meeting.

Matters Arising:

SB: Update on Registrars: Our previous Registrar Dr Tola has qualified and is now working here as a salaried GP. We now have 3 new Registrars. Harry Cormack, Louise Bond and Ed Matthews are their trainers.

There is a large cohort of medical students attending the practice from Exeter and they come here in pairs. We will have 6 to 8 over the next few months. They do not see patients on their own.

Friends & Family Test:

About 800 responses this month, best ever response, across the board every doctor mentioned. There were some suggestions too, including increasing the number of chairs in Waiting Room C as not many chairs there. Now there are no covid restrictions we are trying to utilise space better. Sarah E suggested that bench seating may be better. **SB to speak to caretaker.**

Robert mentioned that the doctors need to shut their doors when in consultation as they can be overheard.

Flu Clinics:

Sarah introduced Sarah Ennis, our Treatment Room Coordinator

SE – Normally invite in groups but this year invited all eligible patients at once by text. One day sent 7000 invites to self book. We still get a few calls but nothing like before when we could get 1000 calls per day. Patients who do not have mobiles numbers are telephoned.

Saturday 23rd September is fully booked and mostly through self booking.

Two vaccines, one for over 65s and one for under 65s. The vaccine changes every year depending on which strain is out there.

We are not doing covid vaccinations but if eligible for shingles and pneumococcal vaccines these can be offered when having flu vaccine.

We have already ordered flu vaccines for next year. There is a specific time window to order which cannot be changed.

Lin – had seen a Facebook post trying to encourage people not to come in cars, and said the car parking was terrible last year in the Pay & Display car park. People were getting very stressed about being late for their appointment.

SB - We will vaccinate people even if late. The vaccines coming in for next week are for all next week's appointments, we have no extras but can send a certain percentage of vaccines back if unused.

SB - Hoping to vaccinate close to 2000 people on 23rd September.

Approximately 25 members of staff working all day.

Will be collecting for our charity which is The Penguin Sports Foundation this year. Members were asked if they would like to come along and help "shake a bucket". The Lions are helping again this year, last year we collected about £900.00 across the flu clinics.

Green Impact Project

SB – We are pooling resources with the PCN on how best to improve sustainability, e.g. we reuse envelopes, we have had a smart meter fitted and are getting compost bins. Work in Progress, there will be more information shortly on website and other means.

Sylvia asked if the solar panels have had an impact? **SB will look into it.**

Roger asked if we get any discount on our fuel bills. No we don't but it was suggested that perhaps we could get together as a PCN and see if we can negotiate a discount? **SB to refer to PCN.**

Robert said that one of the windfarms are selling shares to schools and the school gets reduced cost of electricity and funding for the school. **SB to refer to Green Impact Team.**

Path Samples - Discussion about patient samples with examples of patients being given wrong information about which samples can be accepted by the practice, in what receptacle, before which time, etc. **We will create a leaflet for patients setting out the different procedures for each specimen and what the Path Lab require for each.**
Action SB

SE to update accuRx system with correct info.

AOB:

Roger said that we are getting a new hospital. Interestingly when NDDH built in 1978 there were more beds than there is now with the growth we've had.

Out of Hours service has changed, now PPG not Devon Doctors. Some teething problems with this.

Barnstaple Alliance PCN PPG Meeting 21.07.23

Roger said it was a good meeting, attended by about 25 people.

SB - Excellent cakes! Need to encourage more people to attend next meeting.

Hospital Governors attended – talking about election for governors and if anyone wanted to stand. Need to be a member of Healthcare Trust, which is easy to sign up to. Lin has signed up.

Brannam Pharmacy – Independent arrangement. Company from Yorkshire, they have called it Brannam Pharmacy.

Roger asked if there was any effect with Sainsburys pharmacy closing?

SB - Virtually every day we get a message from our Pharmacy Team that a local pharmacy is closed for however long due to having no pharmacist.

Recommendations to Brannam Medical Centre - Lin had seen on Facebook people new to the area asking which doctors to recommend . Brannams are recommended 80% of time.

SB - We prioritise new movers into the area who currently have no doctor. If patients want to move from local practices they are accepted, but not as a priority as they already have a local GP.

Robert said that he too asked around and Lin commented that it is a testament to Brannam that so many recommend.

Meeting closed at 7.05pm

Date of Next Meeting: Wednesday 13th December 2023