

**Patient Reference Group  
Minutes  
On Thursday 11.07.24**

Practice Staff Present: Samantha Haynes SKH

Patients Present: MB, KB, SH, VH, AH

In attendance:

	Action
<p>1. <b>Welcome and Housekeeping</b>            New fire alarm system being installed this week. Be vigilant if a fire is suspected during this time, may be a very short period when the fire alarm panel is being switched over            No planned fire drill, however due to the change in the panel SKH will advise if evacuation is required should the fire alarm sound            Lifts not to be used in the event of a fire            Fire exits identified            Assembly point identified on the car park opposite the health centre</p>	
<p>2. <b>Introductions and Apologies</b>             Apologies received            PD            GM            PT</p>	
<p>3. <b>Minutes from Previous Meeting (Agreed and true copy)</b></p>	
<p>4. <b>Matters Arising – Action Taken</b>   <b>N/A</b></p>	
<p>5. <b>RSV Vaccination Programme</b>            Respiratory Syncytial Virus a common respiratory virus that usually causes mild, cold-like symptoms during the winter months.            Babies under one year of age and older adults are at the greatest risk of hospitalisation with more severe respiratory disease. There is a significant burden of RSV illness in the UK population which has a considerable impact on NHS services during winter months.            The government has accepted the JCVI advice that a RSV immunisation programme, that is cost effective, should be developed for adults and children and providers should plan for delivery of the vaccine from 1 September 2024             Single dose (Abrysvo)   <u>Adult and Catchup Programme</u>            Adults turning 75 years old on or after 1<sup>st</sup> September 2024            Catch up programme – Adults aged 75-79 years old as of 31<sup>st</sup> August 2024 and</p>	

remain eligible until the day before their 80<sup>th</sup> birthday  
Those turning 80 in the first year have until 31 August 2025

Pregnant Women to protect infants

Eligible from 28 weeks of pregnancy until birth

Patient had shingles jab but caught shingles- is it flu like vaccine? Live vaccine?  
KB what about patients 80+ patients?  
SKH patients who turn 80 in the first year can have to vaccine up to 31.08.25 but otherwise patients over the age of 80 will not be eligible, similar to the shingles vaccine

VH - Will it react with flu vaccine?  
SKH the guidance suggests that patients should not have the vaccine alongside any other vaccine such as flu or covid unless the patient is at immediate risk or unlikely to return for another appointment. However pregnant women can have the vaccine at the same time as flu.

SH - Quite confusing as to whether you can have together or separately  
SKH – it is preferable to have separately. As the eligible patients are likely to be small numbers the practice will likely give separately

6. **Flu Vaccination Programme**

Delivery due week commencing 9<sup>th</sup> September.  
Saturday flu vaccination clinic will be held on 14<sup>th</sup> September 2024 followed by clinics in the coming weeks

SKH – in previous years the Saturday clinic has worked well and we will be sending invites out next week for patients to book in. The message sent will allow patients to book directly into the clinic, however patients can still call the practice to book if they prefer.

Majority of patients to be booked in on the Saturday

VH - Does the surgery have a set amount of flu vaccines to get done for stats?  
SKH yes we have set targets to achieve for all age groups  
Separate targets for children, over 65 (75%) and at risk, pregnant women

MB – have their vaccine at the pharmacy  
SKH the information is sent electronically to the practice to include in patient records.

Due to the number of flu vaccines offered at the pharmacy the practice has reduced the order for this year. As the practice purchases the vaccines any unused vaccines would be at a cost to the practice.

The new RSV vaccine will come from the national supply and we are able to order as required, unlike the flu vaccines which are ordered 1 year in advance. If the eligibility criteria changes it is difficult to change the quantities beyond the deadline.

Once the practice has used our supply if we are unable to order more stock patients will be directed to the pharmacy.

Vaccine company have to wait for World health organisation to state what vaccines must include

	<p>AH – uses her mobile for calls and is not sure how to book appointments. SKH advised that the Health Coach is holding a</p> <p>Health coach holding a digital workshop at Darlaston – SKH will forward the details</p> <p>VH – uses NHS App and patient access although the app authenticator is quite annoying and finds the NHS App is easier to use as it sends a text message with the code. SKH – it is an additional layer of security in light of all the cyber-attacks but it is good that patients can choose which option to use. The record can be viewed, downloaded, saved and shared for those wishing to.</p>	SKH
7.	<p><b>Telephone Call Report</b> Summary of the management report for June 2024 provided The practice receives approximately 5-6000 messages per month. Outbound calls 3000 per month</p> <p>SH Phone lines seem to work ok. Nice to speak to someone not a machine. SKH NHS England and digital keen for practices to go down the total triage route but Stroud has no desire to align to this. Patients will continue to have the option whether to go online or have the contact with the GP surgery.</p> <p>VH Asked if the text messages sent are included in the figures and what does the report mean by abandoned calls.</p> <p>SKH advised that the text messages are in addition to the calls in the report. Abandoned calls are where a patient does not remain in the queue, possibly due to the message advising that for other queries such as test results patients should call back after a certain time. This then reduces the call queue for the patient that are ringing for an appointment particularly in the 8.00am rush.</p> <p>SKH highlighted the number of Call backs in the report - mainly used on Monday morning average 25 per month. The caller does not lose the place in the queue so would encourage patients to use this option.</p> <p>SH call backs may not be used as he finds the practice answers the calls quite quickly – SKH added that the average queue time in June 1 min 39secs which is excellent. We receive calls throughout the day which is likely due to the availability of appointments throughout the week and no need for the patient to join the 8.00am rush unless an urgent same day appointment is required.</p> <p>VH – Some patients have booked an appointment with a specific doctor only to find that when they receive the call or attend the appointment is with a different GP SKH on occasions such as sick leave the practice will move the appointment to an alternative clinician to avoid cancelling it. However if the patient has requested to see a particular clinician, reception will add a note underneath the appointment, in this scenario the practice will ring the patient to ask if they are happy to see an alternative clinician or prefer to wait.</p>	

	<p>MB – requests joint injections with Dr Gill as he was the only one that could inject his foot and for continuity, but other GP’s can do this now. SKH yes this is the case, the GP usually starts with knee injections and then with supervision and training can develop to give shoulder, foot, elbow etc</p>
8.	<p><b>AOB</b> VH asked for a current list of GP’s at the practice and how long we have retained them for SKH advised that the names are available on the website and the notice board agreed to list in the minutes</p> <p>Dr SS Gill 2017 Dr R Mithal (female) 2017 Dr A Sahajpal (male) 2019 Dr K Naseem (male) 2021 Dr A Chopra (male) 2023 Dr M Mazhar (female) 2024 Dr B Majeed (female) 2024</p> <p>AH – Why are we not able to book further in advance for appointments? And I have been unable to make an appointment for 1 week in advance. SKH a long time ago patients were able to book further in advance for the GP and 6 months in advance for the nurse, however due to the number of missed appointments the practice changed this to 1 week for the GP and 1 month for the nurse and this works well. Patients are usually able to get appointments within 1 week so this has not been an issue. The only time that we do not book for the following week is after a bank holiday also due to the number of missed appointments. Patients who frequently miss face to face appointments will be sent an SMS text message asking them to cancel unwanted appointments and some patients will only be offer a telephone call in the first instance.</p> <p>Digital at Darlaston workshop SMS for patients to book flu vac on their phone</p>
9.	<p><b>Date and Time of Next Meeting</b></p> <p>Date and time of next meeting changed as 4 members unable to attend the pre-arranged date. <b>Next Meeting</b> Thursday 14<sup>th</sup> November 2024 2.30pm</p>
10	<p><b>Latest Date for Agenda Items</b> 31<sup>st</sup> October 2024</p>

Useful information

Stroud Practice Website: [www.stroudpractice.nhs.uk](http://www.stroudpractice.nhs.uk)

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