|  |  |  |
| --- | --- | --- |
| *Item* | *Description* | *Action* |
|  | Introductions were made and new members welcomed. No apologies for absence – all group members attended |  |
| Coronavirus – what happened within the practice? | Dr Preece provided an overview of what had happened within practice in response to the Coronavirus pandemic.  He described the start of the pandemic and the systems put in place, explained about "Red" site set up (where patients with coronavirus symptoms were seen).  He explained how the practice manages possible symptomatic patients (red room)  Dr Preece also talked about the challenges of setting up the vaccination sites in Harrogate and Ripon and recent "pop" up clinics to capture younger cohort of patients. |  |
| NHS Zero Tolerance Policy | Wendy brought to the group's attention that some patients have become more likely to be rude and intolerant towards the practice staff. She explained the NHS Zero Tolerance policy and that the practice would request all staff are treated with consideration. |  |
| Care Navigation | Mike explained some patients were unused to the receptionists asking about symptoms and worried about the receptionists were making medical decisions. Dr Preece and Wendy reassured the group this was not the case and the Reception staff were given support and training by the doctors. Care Navigation was explained; a system to ensure that the patients were directed towards the right person to assist with their problem. This may not necessarily be a doctor. | It was agreed to write a summary of new roles coming into General Practice and distribute to patient group to check before onward sharing to patients widely - WD |
| Queuing into dispensary | The re-paving and entrance into the dispensary and upstairs consulting rooms was discussed. The group suggested painted lines of the paving to assist the patients in finding where they should be. | WD |
| Telephone message feedback | Heather fed back that the recorded "front end" telephone message could potentially cause a delay in care. It was agreed to change the messages around so that Dr Crompton's message appeared first. This to be done when the answer phone is next due to be updated, due to associated costs. | WD |
| Helperby Branch Surgery | Dr Preece and Wendy gave an overview of the plans to re-open Helperby branch surgery.  Building work to commence in the next two weeks (commencing 27th July) to include a new front door and entry intercom systems and a system to hand out medications via a hatch in the outside wall. Planning is in place to improve safe entry to the site. The triage system will remain in place for calls – as per Boroughbridge system.  Opening times will be published when confirmed, possibly in September. There may be less presence and more emphasis on urgent care for patients with transport issues. | WD to send Roger Clements architect plans |
| Covid Vaccinations | Dr Preece explained that a Covid Booster vaccination may be required in September/October for the over 50's and vulnerable patients. The logistics of how the practice may be involved in this programme were discussed (at a minimum it would apply to housebound and nursing home patients). This very likely to be delivered alongside the flu vaccine campaign but the practice is awaiting confirmation that this is clinically possible. | Communications will be made on confirmation via Church Lane Surgery website / social media |
| Access to medical records | Alice had a query regarding access to medical records – specifically about accessing full online records from home. Dr Preece confirmed that this was an option for any patients who requested it. He acknowledged that the practice had not promoted this as much as they could as each request requires a full notes review from a clinical member of staff before sharing. |  |
|  | Thanks were expressed from the patient group to all practice staff for their hard work and care over the past months and during the pandemic. |  |
|  | Next meeting to be arranged in October 2021 | WD |



Dr John Crompton

Dr Helen Rees Dr Alex Mawdesley

Dr Michelle Day Dr Anna Watson

Dr Stella Rider Dr Tim Greaves

Dr Chris Preece Dr David Bell

Dr Robert Webster Dr Louise Lodh

Dr Simon Webster Dr Yasmin Gant

**Staff Roles – August 2021**

**First Contact Physiotherapists -** Stephen Kirk and Laura Cardwell

The role of First Contact Physiotherapists is to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management pathway. Patients can book an appointment via reception without having to see a GP first.

**Social Prescriber –** Heather Brock can deal with non-medical problems e.g. benefits and housing, support allowance, mobility (NHS and private), counselling (including bereavement) diet advice/weight management, homelessness. Patients need to be over the age of 18 and can contact Heather via Citizen's Advice Bureau or via reception.

**GP Registrars –** Dr Tolu Ogbo and Dr Emily Williams

GP Registrars are qualified doctors who are completing their training in General Practice under the supervision of our GPs. They usually stay in the practice for a period of 6-12 months.

**Medical Students –** We are due to welcome four, 4th year medical students to the practice later in August. They will be working alongside Dr Day and Dr Preece.