

PPG Meeting 3 October 2024

Attendees:

Valerie Stanislas (VS); Diane Taylor (DT); Brenda Baker (BB); Anne Wade (AW); Grace Balogun (GB); Khairounnissa Asaria (KA); Gaynor Lloyd (GL) Keith Perrin(KP); John Carroll

Apologies: Ian Preskett (IP); Gobind Grover ;Elizabeth Wulff-Cochrane

TOPIC	INFO	COMMENTS								
Matters arising from last meeting	9. Access and Same Day Access triage to PCN hub	No update								
List Size		7949 – a decrease of 30 patients since the last meeting which is standard movement for the surgery.								
Staffing changes	2 changes	<p>Dr Akumabor (Dr John) resigned on 12.09.24 for personal reasons. The team wish him the best for the future and would welcome him back in the future if appropriate</p> <p>A new Phlebotomist called Sheetal has joined in place of Nazifa on Thursdays and Fridays. Nazifa left to return to a secondary care setting.</p> <p>ARRS* staff: Updated list below. *ARRS are additional staff roles in the practice we have mentioned in previous meeting notes - e.g., clinical pharmacist, social prescribers, dietician, physiotherapists.</p>								
Appointments/DNA Rates (“Did Not Attend”) and telephone appointments generally	Improvement	<p>We are now using the system generated DNA reports which allows us to breakdown the missed appointment information.</p> <p>April 2024</p> <table> <tr> <td>GP appointments</td> <td>51</td> </tr> <tr> <td>Nursing/HCA appointments</td> <td>76</td> </tr> <tr> <td>Total DNA appointments</td> <td>127</td> </tr> </table> <p>May 2024:</p> <table> <tr> <td>GP appointments</td> <td>32</td> </tr> </table>	GP appointments	51	Nursing/HCA appointments	76	Total DNA appointments	127	GP appointments	32
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		<p>Nursing/HCA appointments 66 Total DNA appointments 98</p> <p>July 2024: GP appointments 49 Nursing/HCA appointments 9 Total DNA appointments 58</p> <p>August 2024: GP appointments 14 Nursing/HCA appointments 1 Total DNA appointments 15</p> <p>September 2024: GP appointments 18 Nursing/HCA appointments 13 Total DNA appointments 31</p> <p>We are delighted to see a significant reduction in DNAs in the last quarter. September saw a 68% reduction compared to May. We will continue to monitor our position and there are other factors to consider e.g. the updated phone system, it's now easier to make and cancel appointments.</p>
Complaints and Comments	0	No complaints since the last meeting.
ICB Survey		<p>No update.</p> <p>Action: VS to chase PCN for update. Note following meeting. Survey finally sent out to practice patients although not all in the PPG Core Group received. The ICB says it will be publishing the results before its Board Meeting in April/May.</p>
Vaccinations		<p>Flu vaccinations start on 3.10.24 patients are being booked into appointments rather than walk in clinics.</p> <p>*Respiratory Syncytial Virus (RSV) vaccination – eligible patients are being called. See below with updates.</p>

Telephones		<p>Lots of positive responses regarding the phone lines, especially on the call-back without losing priority service at no charge to the patient).</p> <p>Any issues X-on (the provider of the phone services) are happy to investigate but need examples e.g telephone number, date and time of issue.</p>
e-consult		Approximately 6-10 per day. No changes announced.
Next Meeting: April 10 2025 1pm		

Sudbury ARRS Staff Rota v2.10.24

Name	Job Title	Criteria seen	Referral Processes	Monday	Tuesday	Wednesday	Thursday	Friday
Thua Al-Batat	Clinical Pharmacist	Structured medication reviews Hypertension management	Reception can book directly	08:00-17:00	08:00-17:00	08:00-17:00	08:00-17:00	09:00-12:30
Jiwan Lee	Clinical Pharmacist	Structured medication reviews	Reception can book directly	09:00-17:00			09:00-17:00	
Mercy Nzuru ba	Mental Health Practitioner	18+ New/existing patients with mental health issues, NOT in crisis. *More notes below	Via GP		08:00-18:30			
Vacancy	First Contact	Bone, joint and	Reception can		08:30-17:00		08:30-17:00	

	Physiotherapist	muscle pain.	book directly					
Hazal Tutumlu	Dietician	Diet and healthy living advice.	Reception can book directly	08:30 – 18:00				
Isobel Stone	Social Prescriber	Support in social issues e.g. assistance in completing DWP forms and PIP applications.	Reception can book directly			09:00 – 17:00		

* Anxiety/depression.

Stress at work/victim of abuse

Has substance misuse issues with mental illness

Diagnosed personality disorder

Are not already under the care of another mental health service.

The Mental Health Nurse does not see Learning disability and ADHD patients and 65+ with a new mental health presentation.

VACCINATION SCHEDULE – AUTUMN 2024

RSV Vaccine (Respiratory Syncytial Virus) – is a common respiratory virus that usually causes mild, cold-like symptoms during the winter months. Babies <1 year and older adults are at greatest risk.

Can be administered **FROM 1/9/24**, and all year round from this point.

Eligible:-

- Older adults 75yrs – 79yrs (the day before their 80th birthday) as of 31st August 2024
- Anyone turning 80 years in the first year i.e. from 2/9/24, who have until 31 August 2025 to get vaccinated
- Pregnant women (from 28 weeks) who remain eligible up to birth

Vaccine details – Abrysvo, PfizerPro UK

Influenza

Can be administered **at different times this year based on patient's age and clinical condition.** (this is a NHS England directive not a practice one)

Eligible:-

- Pregnant women **from 1/9/24**
- Children **from 1/9/24**
- **From Thursday 3/10/2024**

1. Adults > 65 years (including those turning 65 on or before 31/3/25)
2. Adults in clinical risk group
3. Adult carers receiving carer's allowance or main carer for elderly or disabled
4. NHS Staff
5. Long stay Residential care home patients
6. Patients in close contact with immunocompromised individuals
7. Front line workers in social care without their own employer OH service.

Covid-19

Not given at the surgery

Can be administered for the Autumn 2024 season.

Eligible:-

- adults aged 65 years and over
- residents in a care home for older adults
- individuals aged 6 months to 64 years in a clinical risk group

Can vaccines be administered together?

No - Over 75's should have RSV separately from covid and flu, however no specific gap is advised – we recommend booking after two weeks. Covid and Flu can still be administered at the same appointment.

Petussis (whooping cough) & RSV for pregnant women need to be 2 weeks apart.