Date: 15th June 2022

Present: Peter Aslan, David Knight, Apollo Economides, Jasvinder Banwait

Distribution: Attendees

This was the Second meeting of the PRG at the Practice since the Covid Pandemic stopped all meetings back in March 2020 and due to ongoing Covid concerns, it was agreed in advance that the meeting would consist of just the Chairman, Vice Chairman, Sectary and Practice Manager. There was no formal agenda for the meeting, which consisted mainly of a, ‘catch-up’ on changes to the practice.

# Update on the practice

Jasvinder welcomed the group and provided the following update on the practice.

## NHS Pharmacy Referrals

Minor illnesses, a list of which is given below, will now be referred to pharmacies for treatment.

Back Ache, Sprains and Strains Colds

Conjunctivitis Constipation

Coughs Diarrhoea

Earache Haemorrhoids

Hay Fever Head Lice

Headache and Fever Heartburn and Indigestion

Insect Bites and Stings Mild Eczema and Dermatitis

Mino Fungal infections of the skin Mouth Ulcers

Nappy Rash Sore Throat

Teething Threadworm

Thrush

Uncomplicated UTI (16-64 years or age) Conjunctivitis under the age of 2 years

The Receptionists will ask for relevant information when calls come in to allow them to direct the call to the appropriate practitioner.

Once the Illness has been dealt with by the Pharmacy, information about the diagnosis and treatment will be passed back to the practice for the patient’s records.

Not all pharmacies in Coventry are included in the scheme, although Chemycare, the Pharmacy at the Practice are.

## Updates On Staffing

A new Physician Associate, (PA) is now working at the practice, and being overseen by the GP.

GP connect, Primary Care Network, (PCN) now has 9 Practices in this area, there are vacant additional roles.

A GP Connect Enhanced Access Services Survey was handed out at the meeting, these are required back in the next few days. Jasvinder to e-mail Peter an electronic Version that can be printed and circulated more widely.

## Other changes

A new Telephone system has now been installed. Experience using the system, and feedback from others suggests it has not improved the situation. Callers are able to either wait in a queue, or request a call back. If everyone holds on, there is no difference in the new system. Use shows that in the mornings the queue can be over 30 long, and those who are called back, may have no appointments available by that time.

The system being used in Cheshire was discussed at the meeting, this involves completing a form on-line, the practice then sends back a code used to make an appointment with an appropriate practitioner. A Printout of the procedure was handed to Jasvinder for review.

The major issue with using such a system would be the age of the people registered with the practice and their lack of access to the technical facilities required. The practice will therefore need a hybrid approach to patient engagement, embracing new technology while making the practice available to all users.

## Any Other Business

**Doctors Time at the Practice**

The question of the amount of time the two main doctors work at the practice was raised in the meeting, both doctors only currently work for two days each. Jasvinder explained that although they only spend two days seeing patients, they spend a considerable amount of time on administration, of the patients records and other practice business. Once doctor will normally be available at the practice five days per week, the practice also has Dr Khan, a locum working three days per week.

**Integrated Care record**

Jasvinder handed round some slides. Basically, it consists of a single health record for individuals, bringing together information from the different organisations involved in health and social care. Everyone over 18 and registered with a GP is included. The change is happening now as new systems are being introduced. Everyone has a right to object, and exclude themselves from the process.

**Membership of the PRG**

Following the past meeting, the first in some time due to Covid, the minutes were handed out. Some members of the group decided not to continue with the PRG. The precise numbers and names to be circulated separately by Peter.

# Attendance at, and date of next meeting

The meeting decided to keep attendees to a total of 5 for the time being.

Lesley Rice was nominated as someone who is interested in becoming a member, she will be directed to Peter and included in correspondence.

It was decided to keep the meetings every three months for now, with the next meeting at the end of September. Jasvinder to propose a convenient date.