**THE WOLDS BRANCH PPG**

**Notes of the meeting held on Friday 5th April 2024**

**Present:** Sue Walker

Marlene Renshaw

Joan Willetts

June MacInnes

Diane Fathers

Jane Williams

Dr Neal Parkes

Jackie Fletcher

Mickaela Crane

**Apologies:** Marie Newmarch

Margaret Schubert

Maria Wilde

1. **Notes of the Previous Meeting**

The notes of the previous meeting were approved.

1. **Patient Partner**

Discussed new phone system, patient partner and how it is working well. Patient partner can be used to check or cancel an appointment 24/7, book certain nurse appointments and to order repeat prescriptions.

Any patient wishing to use this system to order repeat prescriptions needs to ask any member of staff from reception or dispensary for a pin number (only required for prescriptions).

It was noted that this is an additional service and not a replacement at present. You can still order your repeat prescriptions by telephone 9-11am and 2-4pm, in person at the practice or using one of the online platforms.

The system is available 24/7 and there is no queuing.

A demo was previously shown to all by Mickaela in the meeting prior to this one a link to the video is attached.

[Voice Connect | Patient Partner | Repeat Prescriptions (youtube.com)](https://www.youtube.com/watch?v=DhPGmpanGfU)

1. **Enhanced Access Appointments (Evening and weekends)**

This service is still readily available for weekend/evening appointments. These appointments are being utilised as part of the new patient triage system but can be directly booked if available by the care navigation team.

The Acute Respiratory Hub contract is due to end at the end of April 2024.

1. **New Appointment System**

The new appointment System is now total triage for all patients, this is managed through Clinicians and GP Assistants. This means that each individual case is reviewed before assigning to the appropriate service/clinician.

You can request your appointment face to face, on the telephone or book online. This service has been available everyday until 1pm online.

Once your request has been added to the system you will receive either a telephone call or text to inform you of the outcome i.e., appointment booked, referral or prescriptions issued. You may be asked to send further information including photographs for the clinician to be able to fully assess your case.

1. **Pharmacy First**

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service, and enables community pharmacies to complete episodes of care for 7 common conditions.

|  |  |
| --- | --- |
| Ear Infections | 1 to 17 years |
| Impetigo/rashes | 1 year and over |
| Infected insect bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore throat | 5 years and over |
| Uncomplicated urinary tract infections | Women 16-64 years |

The Practice can now refer directly into these services and the pharmacist can prescribe the relevant treatment under agreed pathways.

Pharmacies have private consultation rooms that can be used for consultations with patients and following the consultation the information will be sent to your registered GP practice.

1. **Shingles Vaccinations**

The PPG raised some confusion over who was eligible for shingles vaccinations:

**People who turn 65 on or after 1st September 2023**

From 1 September 2023, people are eligible for the shingles vaccine when they turn 65. People will be offered 2 doses of the vaccine. These are given between 6 and 12 months apart.

The GP Practice should contact people to make an appointment to have the shingles vaccine, and people are advised to contact the Surgery if they think they are eligible for the shingles vaccine and have not been contacted.

People remain eligible until their 80th birthday (but can have the 2nd dose up until their 81st birthday).

**Information:**

**If people turned 65 before 1 September 2023, they will be eligible for the shingles vaccine when they turn 70.**

**People aged 70 to 79**

Everyone aged 70 to 79 is eligible for the shingles vaccine. Depending on the type of vaccine given, people receive either 1 dose or 2 doses (given between 6 and 12 months apart).

People are advised to contact the Practice if they have missed a vaccine. People are eligible up until their 80th birthday (but can have a 2nd dose up until their 81st birthday).

**People aged 50 and over with severely weakened immune system**

People are eligible for the shingles vaccine if aged 50 or over and have at higher risk from shingles because of a severely weakened immune system. This includes:

* some people with blood cancer (such as leukaemia or lymphoma):
* some people with HIV or AIDS;
* some people who've recently had a stem cell transplant, radiotherapy, chemotherapy, or an organ transplant;
* people taking certain medicines that severely weaken the immune system.

These people receive 2 doses of the shingles vaccine. These are given between 8 weeks and 6 months apart.

People are advised to contact the Practice if they have any queries regarding their eligibility for the shingles vaccine.

1. **Dr Dwyer Retirement**

It was noted that Dr Dwyer had retired fully at the end of March 2024 and the Practice has an advert out for a new salaried GP.

1. **Covid Vaccinations (Spring Boosters)**

Covid Vaccinations for over 75yrs will be available from 22nd April – housebound and care homes will need to be seen first on visits.

Clinics will be held at the Tetford Surgery on 11th May, 18th May & 25th May.

1. **Dispensary - Well Done**

Discussed Dispensary and staff and commented on how pleased the patients are with this service. JF to ensure this is passed onto the whole team.

1. **Date of Next Meeting**

The next meeting was scheduled for Friday 7th June 2024 at The Wolds Branch, Tetford.