

**Stenhouse Medical Centre**  
**Patients Participation Group**

**Minutes of the meeting held on Wednesday 15th September 2021 at 14.00hrs**

- 1) **Present**  
Peter Newton **(PN)** Chair, Melanie Yorke **(MY)** Practice Business Manager  
Janet Jackson **(JJ)**, Su Barnes **(SB)**, Mike Newman **(MN)**, Norma Edwards **(NE)**.
- 2) **Apologies**  
Apologies had been received from Sarah McKenna, Sarah Dudley, Stewart Foster, Lynne Dale and Caroline White.  
**PN** informed the meeting that Carol Branch had contacted him to explain that she was now able to participate at future meetings.
- 3) **Minutes of Meeting Held on 16<sup>th</sup> June 2021** – the minutes were approved.
- 4) **Matters Arising**
  - i) **NHS App/Registration** – **MY** informed the meeting that there had not been any further issues identified with the NHS app. She also highlighted the work that Stenhouse had done to ensure that the app works efficiently.  
**PN** confirmed that the Stenhouse practice receives many accolades, at various on line meeting he attends, for the proactive manner that the practice has adopted in the use of the NHS app.
  - ii) **Opt Out Flow chart**- **MY** had provided a flow chart which detailed how the opt out process works and detailed how patient's records were protected to prevent any identifiable patient data being sent to third parties.
- 5) **Diabetes Prevention** – **MY** informed the meeting that this item is ongoing.  
**SB** informed the meeting that she had signed up for the course starting in October, she will provide feedback at future meetings
- 6) **Practice Updates**
  - i) **Staffing** –**MY** informed the meeting that a male receptionist, Jordan Olifent, had been recruited as an additional reception post. There had also been two further receptionists recruited to fill existing vacancies. Tate Swift will be starting on the 27<sup>th</sup> October 2021 and Michelle Kirk will be starting on the 11<sup>th</sup> Oct 2021.  
**SB** stated that one of the reception team, Emma Wilding, deserves a special mention for the caring and compassionate manner she had shown when dealing with a patient in the waiting room who was in a state of high anxiety/panic.  
**MY** thanked **SB** for bringing this to her notice and informed the group that she would let Emma know. **MY** stated there has been a GP Locum, Kristel Yap, appointed working Thursday 's and Fridays until January 2021. Also, Dr Rebecca Jones has been appointed as a Salaried GP. Dr Tom Reid will be leaving the practice at the end of September 2021.

## Practice Updates contd...

- ii) **Appointments** – **MY** informed the meeting that the practice was offering patients face to face appointments as and when necessary, patient could also request a face-to-face appointment if they so wished.
  - iii) **Flu Vaccination Program** – **MY** stated that flu vaccination would be available for over 65s with clinics on the 25<sup>th</sup> September and the 9<sup>th</sup> October. Texts had been sent out offering patients appointments. **NE** and **MN** volunteered to help out at the flu clinics.
  - iv) **Covid 19 Vaccination/Booster Program** – **MY** informed the meeting that Stenhouse would be the designated site for ordering and storing the Covid vaccines for the Primary Care Network (PCN). The Covid booster vaccines, need to be administered 6 months after patients have received their second vaccine. Pfizer is the vaccine that the practices will be using. There may be some Moderna vaccine available later.  
**MY** asked that if any of the PPG were available to assist at the Covid clinics their help would be appreciated.
  - v) **DNAs (Did Not Attend)** – **MY** had provided the latest figures which had been circulated around the group. They showed DNAs running at 1.9% during the month of August.
  - vi) **Stenhouse Website** – **MY** informed the meeting that the new website was up and running, although Mel was not 100% sure on how to update the new website but is currently going through training videos. **PN** said that in his opinion the website is a big improvement on the previous version. The group were asked to spend some time looking at the new website and feed- back any comments they may have.
  - vii) **Stenhouse Mission Statement** – **MY** stated that the partners at the practice had agreed the wording of the revised Mission Statement. She thanked the group for their input which had been appreciate by the partners. **PN** said that he believed the revised mission statement is included on the new website.
- 7) **Primary Care Network (PCN)** – **MY** informed the meeting that the PCN now has 5 Pharmacists: Luke Hallahan based at Stenhouse, Harwinder Jhass based at Highcroft and Rochelle Hopkin based at Calverton. A new Pharmacy Technician, Leigh-Ann Newbury is based between Stenhouse and Calverton and a further pharmacist, Zahra Mehmood based at Highcroft.
- 8) **Any Other Business**
- i) **Malnutrition – patients with long term illnesses** – **SB** had asked for this item to be placed on the agenda because of concerns for patient suffering with dietary deficiencies due to long term illnesses. A poster to raise awareness had been produced which **SB** would circulate to the group for their comments, feedback required by the 6<sup>th</sup> October.
  - ii) **Stenhouse Patient Texts** – **PN** said that some members of the group had raised concerns that the texts sent to all patients were being interpreted as saying please do not ring the practice if you had a medical concern. He believed that patients were interpreting the texts incorrectly and were overreacting.  
**MY** confirmed that the practice does not deter patients from ringing in if they have a medical concern/condition. However, it was agreed that patients should be reminded that some of these concerns/conditions may well be resolved in the first instance by speaking with their local pharmacist.

### **Any Other Business contd...**

- iii) Porta Cabin – MY** informed the meeting that a (luxurious) Porta Cabin had now been installed on site, complete with electricity and heating. This would be utilised as a new Red Room freeing up the previous red room to be used as a further consultation room.
- iv) Covid Pandemic – JJ** said she would like to have recorded in the minutes, the thanks and appreciation from the PPG and on behalf of all patients, to all the clinicians, reception and administration team, for their outstanding efforts and contributions in ensuring that the patient services provided by the practice were maintained throughout the Covid19 pandemic. This was agreed.
- v) Volunteers – MY** asked that if any members of the PPG could spare time to help the practice with directing patients through the Flu and Covid booster clinics it would be appreciated. The initial clinics would be on a Saturday starting on 25<sup>th</sup> September, anyone who has time to help out please contact Melanie Yorke.

### **9) Date of Next Meeting**

**Wednesday 20th October 2021 at 14.00hrs.**