

## Northgate Surgery Patient Participation Meeting

### Minutes of Practice Meeting held on Tuesday 10<sup>th</sup> November 2020

**Present:** A Kemshell, A Sugarman, H Green, C Eades, L Froude, J Clayburn, G Ivey,

**Apologies:**

	<b>Minutes of Last Meeting:</b> Agreed as a true record.	
	<p><b><u>Practice Update</u></b></p> <p><b><u>Staffing</u></b></p> <p>We have had three new doctors starting. Dr's Baldwin and Seddon who were registrars with ourselves have become permanent salaried Doctors here and we are also joined on a Wednesday by Dr Wong. With these new additions we now have eight Doctors in total.</p> <p>We also have a new ACP called Donna and a new HCA called Darby. Louise S is nearly fully qualified to take smears and is awaiting her certificate. It was also announced that Mel has sadly retired.</p> <p>On the Admin side it was announced that we have Charlotte who was joint supervisor in reception is now our operations manager owing to the fact that Alison has reduced her hours. We also have a new secretary called Joanne and a receptionist/admin clerk called Chloe. All our new starters have settled in well.</p> <p><b><u>Building work</u></b></p> <p>Alison updated the group on the current building work that is going on in the practice which commenced in August 2020. We are currently running on schedule. All of the Doctor's rooms have been completely refurbished, with the nurses due to be started imminently. We have two new clinical rooms that have been completed and are up and running. We have had the roof fixed and solar panels installed onto it and we have just started the base of the mezzanine floor which will provide another clinical room and a seminar room. Whilst the practice appreciates it is a lot of upheaval for everyone it will be worth it in the end. The completion date is expected to be the 17<sup>th</sup> December.</p>	

### **Covid response**

Dr Kemsshell went on to discuss the practices response to the Covid outbreak.

'It has been a curveball year for everyone not just to general practice but to other businesses as well.' She said 'that the team at Northgate have rallied round each other to support in keeping the practice running. We are one of the practices that have manned the 'Red Site' at Stuart Road for Covid the response in the initial lockdown and our staff volunteered to go there to help until it was decommissioned. We now see those patients at the surgery in a specially designated area, called the Red Room' in which we see patients that are presenting with possible COVID symptoms.

We are one of the few practices that have kept their doors open throughout and because of that we have been able to keep valuable clinics such as the smear clinic running.

There has been some positive outcomes due to Covid, which has meant a change in the way we do things, such as sick notes are now emailed to patients which is much more efficient.

It has been recognised that the phone lines at the surgery are currently busy and appreciate that it is difficult to get through to the surgery at some times. The practice has therefore been encouraging patients to use the online GP engage consult which is a quick way to send a query to the practice without having to wait on the phone. We are currently averaging 120 triage calls a day which has been an increase on our pre-Covid average. There has also been a national survey commissioned by Health Watch that says that 75% of patients prefer a video/ telephone call. However, the Practice is recruiting for an additional receptionist to assist with the volume of calls.

### **Care Homes**

Northgate has recently become the sole provider of care for the Priory Gardens and Carleton Court care homes. This has happened as part of the national care home service which enables GP's to offer more specialised care to the patients of that care home. Currently our GPs are completing video ward rounds weekly with the care homes for patient safety and are always on hand for any urgent queries.

### **Current Priorities**

The Practice is currently to continue with our Covid response and finding ways to cut waiting times for patients on the phone. We are also concentrating on keeping our door open for vital clinics such as for smears and our flu clinics.

### **Patient Questionnaire**

The results of the questionnaire have been delayed to Covid. We did get a good response from the online questionnaire with 500 responses from patients which is a brilliant snapshot on how we are performing.

	We will be utilizing the online questionnaire again the next time we do the questionnaire.	
	<p><b><u>Date of Next Meeting.</u></b></p> <p>Virtually February 2021</p> <p>Items to be discussed:</p> <p>Project Patient Building update Covid response Questionnaire</p>	