

## **St Martins Patient Group meeting**

**March 2021 – on Zoom**

*16 pts present*

*Plus, Camilla Hawkes and Kay Noble for the practice*

### **Covid 19 vaccine update**

Camilla gave an update of the vaccine programme and numbers vaccinated to date (see graph below)

Lots of community volunteers have been used also retired clinicians which has kept impact on practice staff as low as possible. However nonetheless many practice staff have been working in the clinic with consequent impact on access (see below).

The uptake figures are positive. Note that the data was compiled before last week's rollout down to age 50.

Figs shared on vacc take up per ethnicity (see below): with data showing that uptake among pts with a black or Asian ethnicity CHECK THIS are lower than those with a white or European ethnicity. (The "other" category will largely be people with no ethnicity recorded, or who have chosen ethnicity groups not)

Camilla shared info re the community work that is going on to promote update and how this is focusing on emphasising safety and that vaccination is an important public health measure (i.e. rather than debunking myths. The NHS formal lines are to avoid any direct discussion of myths as this only gives them further airtime). Dr Sattar Fever FM show, BHI zoom event, and CCG FB live event – all had lots of attenders/ or viewing figures. Council is doing a great deal. Library buses being fitted out to go round car parks. Agreed we should like to have at W Indian Centre or similar there are several places with care parks. Supermarkets car parks would also be a good place. Community radio was encouraged with Peoples radio, tough FM, Fresh, Chapel FM and Meanwood Radio all being mentioned.

Q was asked re vaccine passport: do we have an info on how this is to be arranged? Concern was expressed that this could create extra workload for GP. Nothing has yet been agreed. The BMA (doctors union) will be keeping a close key as it watches out for workload issues for us. The NHS app has been mentioned as an "easy" way of patients getting this info without any extra GP work, but this excludes people with no phone / data contract.

### **Access update**

The wait for a routine apt is currently around 20 working days and it has been more over the past 2 months. This is far higher than we would like (our target is 10 working days), and it also makes working life harder for clinicians (patients with routine issues do not want to wait that long as so request to use same day service instead).

Kind concern was expressed re how the staff are feeling. Camilla and Kay acknowledged that working life is tough right now. We've had a long hard winter; it's not getting any easier and we are all tired. There are LOTS of support out there for NHS staff on MH and wellbeing, which has been circulated to staff although we realise this was largely more in the 1<sup>st</sup> 6 months of the pandemic when in fact they certainly need it more now. Time to recirculate the info.

eConsult – one-person present was told to go to SJUH due to her symptoms but NB SJUH told her to go to LGI. This may be a problem with how eConsult has been set up?-Camilla to investigate

Telephone wait time: this was raised as an issue by several present: it has been exceptionally hard to get through on the phone. Very long wait times, sometimes impossibly so. **Suggestion** was made to

have a voicemail function i.e. callers leave a message and then we call them back. This would save phone traffic and provide a better service. Camilla to investigate this and report back to group.

**Suggestion** made: Can we open routine telephone appts to book online? This would also save phone traffic.

### STAFF UPDATE

Imani, Evie and Allison are new into Patient Support Team in past 6 months.

Dr Serwaa McClean has joined us as a salaried GP.

Our GP registrar has changed from Dr Laura Collins to Dr Sophie Bennett (this is a doctor who is training to be a GP, and they work with us for 6 months placement with a regular changeover in February and August annually.)

Question asked re staff retention figures. Camilla acknowledged that these are not compiled currently and would be useful.

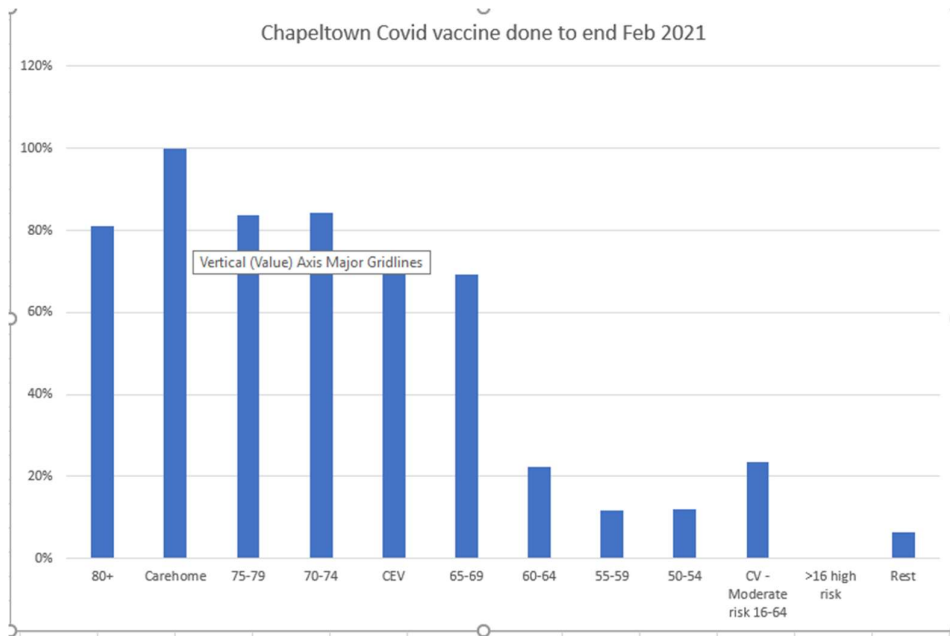
### Complaints and compliments update

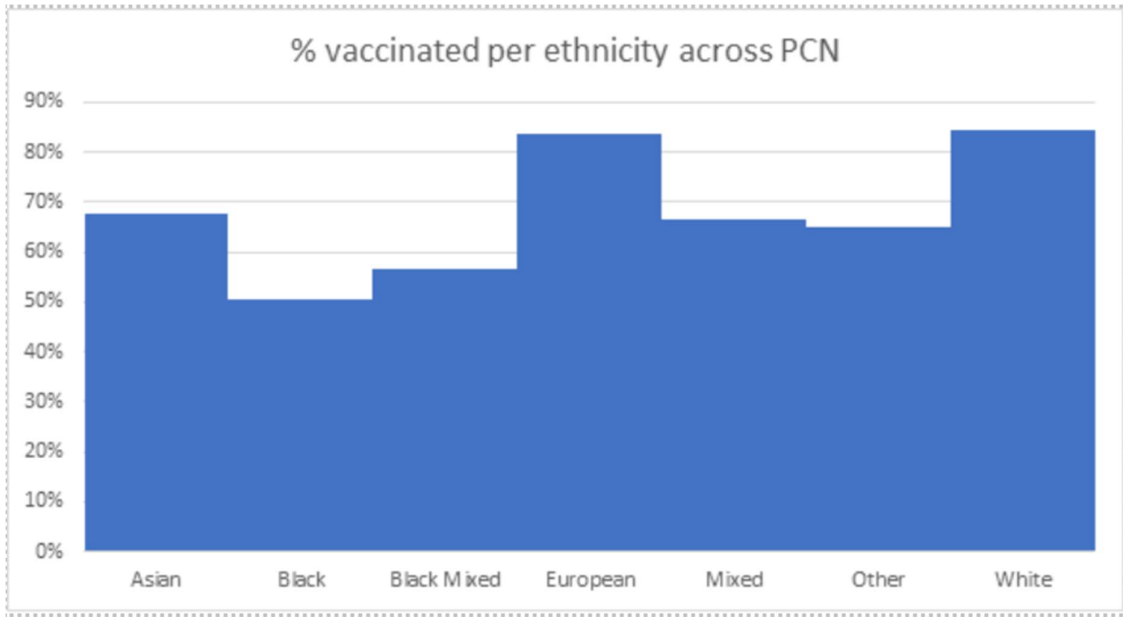
Camilla updated that the practice has had lots of complaints recently – a definite surge during the pandemic. Not many of them have been upholdable but it shows how people may be finding it more difficult than usual to “hold” small matters and need an outlet for them, and also it is a time of heightened emotions. By the same token, we have also had more compliments than usual which has been lovely. We currently have a display of them on the staff stairs.

**Suggestion** made that we should record compliments figures

### AOB

Expert pts: D, K and D all happy to help act as expert pts for medical students at SMP. Anyone else do contact Kay afterwards.





Next meeting date:

Tues 8<sup>th</sup> June 2021 2-3 pm