

Minutes of Zoom Meeting
Held on 27 April 2021

Present: Geoff Thompson (GT) Chair
 Phil Marston (PM) Secretary
 Vicki Abbott (VA)
 Bernard Glick (BG)
 John Leslie (JL)
 Richard Ongley (RO)
 Dr Dan Pickering (DP)
 Pat Triffit (PT)
 John Twidell (JT)
 Janet Underwood (JA) Chair Healthwatch Rutland (Guest)
 Tracey Allan-Jones (TAJ) Manager Healthwatch Rutland (Guest)

ITEM AND DECISION	ACTION
1. CHAIRMAN'S WELCOME. The Chair (GT) welcomes all including Janet Underwood and Tracey Allan-Jones from Healthwatch Rutland. It was noted that Hamid Mani, Christine Stanesby, and Lara Upton, were not in attendance.	
2. APOLOGIES. Bernard Glick and Sue Pickwood sent apologies.	
3. HEALTHWATCH RUTLAND. Janet Underwood gave a short presentation (Attached – The first slide is shown and all 4 slides may be seen by clicking on the first). Following questions, it was agreed that a separate meeting should be set up for further discussion on Healthwatch requirements.	TAJ PM
4. MINUTES OF PREVIOUS MEETING. The minutes of the meeting held on 2 Feb 2021 were approved with no outstanding minutes not included in the agenda. Actions from this meeting were reviewed and complete.	
5. PATIENT SURVEY UPDATE. GT stated that a small working group had been established (GT,PM, JL and VA) to approve the methods to be used, establish a plan of action, and identify Surgery and PPG views. VA has identified the surgery views and JL took an action to email this information to all PPG members asking for additions as required. Post meeting note – Email sent 28 Apr 2021	JL
6. PRACTICE UPDATE. 1) <u>Complaints.</u> Six complaints had been received since the last meeting with three being upheld and 3 rejected. The upheld cases had resulted in the purchase of a new camera, primarily for the monitoring of lesions and other skin issues, and changes to	

<p>processes and procedures for the distribution and collection of insulin.</p> <p>2) <u>Renovation</u>. DP stated that the management of footfall as Covid restrictions were being reduced was being looked at. He felt that there would be no immediate change and they were looking at a new 'normal' for the future. For the time being, the reception area remains closed.</p> <p>3) <u>COVID 19 Surgery Cases</u>. DP noted that there had been no cases attributed to internal transfer of the virus between staff and or patients. All staff are testing twice a week.</p> <p>4) <u>Branch Surgeries</u>. DP stated that branch surgeries were undergoing some TLS in preparation for opening, however, no dates had been agreed. If/when opened, it was planned to have a collection service for medications with a limited stock of high use meds available on site.</p>	
<p>7. PATIENT MATTERS</p> <p>1) <u>Cumbersome Website (Sue Pickwood)</u>. Whilst the website is outside the control of the practice, suggestions are submitted when required. There are ongoing issues and the patient survey will take these into account.</p> <p>2) <u>Repeat Prescriptions (Sue Pickwood)</u>. DP stated that generally it was more cost effective to use a monthly system and GT pointed out national survey results showed that many practices are using two months as a basis rather than one/three. DP said that it was a complex issue but was being looked at.</p> <p>3) <u>Inaccurate Telephone Messages (John Twidell)</u>. DP stated that the promises made by the telephone company when taking out the new contract. The number of calls had not varied a great deal throughout the pandemic and the hope was that more emphasis would be placed on the on-line consultation method. He agreed that the instance brought up by John was unsatisfactory and the telephone system would be looked at closely as changes to lockdown were incorporated. This would also be addressed by the patient survey.</p>	
<p>8. PATIENT FEEDBACK LINK. The Patient Feedback Link (PFL) had not been used.</p>	
<p>9. AOB. GT said that although he had agreed last month to stay on as Chairman, further discussion had resulted in JL agreeing to take over after the next meeting. Proposed by GT. Seconded by PT Unanimous</p>	
<p>10. DATE OF NEXT MEETING. 6 Jul 2021.</p>	



The role of Healthwatch Rutland in an Integrated Care system

