

Minutes of the Patients Participation Group of Coleford Family Doctors held on 27th April 2022

Present: Clive Elsmore, Steve Furness, Bridget Docking, Anne Childs, Jane MacBean

Apologies: Jan Baynham, Bernice Harding, Mary Whitely, Dr. Liz Williams

New premises. The decision on planning for the new surgery has been deferred due to concerns about bats. Although there was further evidence available to support the application, due to procedural processes this could not be presented. It is hoped a decision will be made at the June planning meeting of the Forest of Dean district council. This meeting was concerned of the possible demoralising effect on practice staff and that the council were more concerned about bats than the residents of Coleford.

Telephone system. There have been a few complaints about the system with people being unable to get through or having to wait a long time to be answered. The current system is working at capacity. Two additional lines have been installed earlier in the year, due to complaints and extra receptionists appointed. There is nothing more that can be done on the existing system, as it has already been upgraded and it will only improve further once the new surgery is open when a more modern system can be installed with improved capacity and more room to appoint additional staff.

Patient survey. This has not been carried out since 2019, due to the pandemic. All members to consider what questions might be asked this time. The questions in the last two surveys to be sent to all group members **Action Bridget Docking**

Face masks. In line with recently published guidance from NHS England masks must be worn when patients attend the surgery. Patients who are exempt will be seen either in the foyer, their own car with PPE being worn by the HCP. It is the HCP decision how this will be managed.

Website and information. It was felt that the website was not always easy to access, information could be difficult to find including information about the patient participation group. The group also felt that they are generally unaware of any concerns that patients may have. Any patient complaints are dealt with by the practice. It was also suggested that the NHS friends and family website is not easy to navigate. Bridget explained that these issues were beyond practice control as they are run by the NHS not the practice

It was suggested that a link from the practice website be created so that patients could contact members of the PPG directly. Bridget agreed to look at the feasibility of this. Steve, Clive and Jane agreed to an email address so that patients could contact them if they wished to. **Action Bridget Docking**

Covid vaccinations. Patients eligible for a fourth dose would be contacted by NHS England. The vaccination centre in Cinderford would be closing at the end of May.

Peripherally Inserted Central Catheters (PICC lines). These are inserted for patients receiving chemotherapy, they need flushing weekly to maintain patency and are used for regular blood taking for patients having chemotherapy treatment. Currently there

is only one nurse in the practice able to this. The district nurses will not visit patients able to get to the surgery unless the one nurse is in holiday. This is not a very satisfactory situation for patients. Bridget will investigate as she is unaware of this issue and the practice are not contracted or funded to carry it out. **Action Bridget Docking.**

AOB: Dr Andy Langton has joined the practice as a part time salaried GP, he is most welcome.

The next meeting to be confirmed either July 13th or 20th.