

**Ashville Medical Practice Patient Reference Group Meeting Minutes**  
**29<sup>th</sup> October 2020**

**Location:** "Microsoft Teams" Online Meeting

**Attendees:** Melanie Jones – Business Manager  
Ash Khan – Practice Manager

Patient Reference Group Members – 3 Attendees

Mel opened the meeting by welcoming all to the first PRG meeting since January, 2020, and explaining that due to the current Covid 19 restrictions in place, it was not possible to meet in person, but using the "Teams" app is a way to circulate information and see each other.

**1. Actions Update.**

There were no actions from the previous meeting.

**2. New Members and Introduction.**

Mel introduced Ash Khan who joined Ashville on October 1<sup>st</sup> as Practice Manager; he outlined the previous work he had done, and asked the PRG members to give comments about their backgrounds and involvement to date in the group. (The profile for Ash can be viewed on the Practice website.)

**3. Practice News.**

**(a)** Nurse Laura Cook terminates her employment on October 31<sup>st</sup>. and is moving on to work in the A and E department at Rotherham Hospital. Her post has been filled by Alia Alkadi, whose starting date is yet to be determined.

**(b)** Nurse Laura Petyt has married and is now Laura Smith.

**4. Covid 19.**

Mel informed the meeting that during the first two months of the pandemic, Ashville was fairly quiet; patients were apprehensive of making contact or visiting the surgery, but the time did allow various procedures and processes to be changed and amended to cope with a different way of delivering services. Additionally, various staff members had to isolate themselves due to either contracting covid or being contacts.

Around July, patients seemed to gain more confidence and numbers of calls began to increase.

The "Blue Clinic" to which any suspected cases of covid during the triage process were referred, proved to be a fantastic service and helpful to the practice as patients saw the doctor there, and were separate to Ashville.

The practice was not as busy as normal and the covid restrictions of staff wearing masks and being socially distanced at 2 metres were in operation in accordance with regulations. Mel stressed that services were still being offered as normal, and patients with medical problems should contact the practice as usual.

**5. Care Home Alignment**

A programme to better coordinate care to patients in residential homes has been developed and came into place on October 1<sup>st</sup> 2020 across Barnsley. Ashville has been dealing with fifteen care homes, but the new system of aligning them to the GP practice areas has been introduced. There are now three establishments for which Ashville is responsible, with a possible fourth addition in due course.

It is hoped the new system will provide a more joined up service to patients in care homes, and improve communication and be more time effective both for the establishments and the practices.

Ash informed the meeting that a Care Coordinator had been appointed to work with the care homes and at Ashville, with a start date to be determined.

## **6. Flu Vaccinations.**

Four Saturday “**Flu clinics**” had been held by appointment, on a one way system, and were successful, with a member of the group complementing the staff on the organisation, speed and safety of the sessions. Flu vaccinations had also been given to patients attending for planned appointments where appropriate.

The target was to reach 75% of the Over 65s and Ashville had reached 79% and had been “top of the league” during one week in October.

The practice is still waiting confirmation from NHS England/Public Health England to vaccinate patients aged 50 to 64 years that are not in a “risk group”. It is anticipated that this will be some time in November.

## **7. Patient Council.**

A member has been attending the “Zoom Patient Council” meetings. This is a forum run by the CCG with monthly meetings to which a member of the PRG of every practice is invited to attend.

Notes from the meeting will be circulated to Ashville PRG members when they become available.

## **8. Date of Next Meeting.**

Thursday January 21<sup>ST</sup> 2021 at 1.00pm – by the same method as this meeting Microsoft Teams Online

## **9. Any Other Business.**

(a) A new “Social Prescribing Service in Youth” for 14 to 17 year olds has gone live in Barnsley and was outlined by Ash who explained that there will be 7 social prescribers working in the service. This is an additional service for this age group in Barnsley in addition to the My Best Life social prescribing service already in place for adults.

(b) A member asked if there was any update about covid vaccinations; there was nothing factual to report at this stage.

(c) The next programme to be targeted at Ashville is for MMR vaccinations for those aged up to 49 years. This totals around 3,500 patients.

(d) Members wished to record their thanks and appreciation to all Ashville staff for the excellent services they have received during the difficult times of the pandemic. Mel assured the meeting that she would ensure that this was passed on to everyone.

The meeting closed at 2.05pm.