

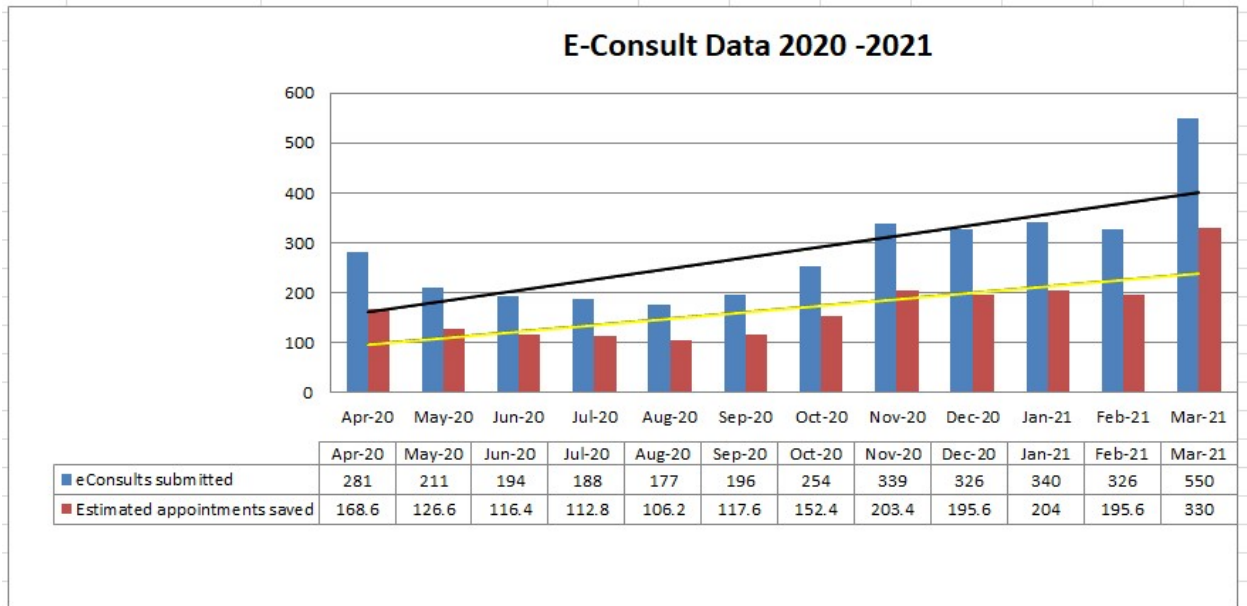
04/11	<p>Coronavirus Vaccinations & CMP Involvement</p> <ul style="list-style-type: none"> • JM stated that across the PCN (Primary Care Network) we had administered 12,273 doses since 23rd December. • 85 % of groups 1-9 have had the vaccine. • Approx. 100 people have declined the vaccine and a piece of work is going to be carried out to figure out why. • CMP is currently delivering the 2nd AstraZeneca (AZ) vaccines this week to patients, housebound patients and care homes. • JM said we are on target for all adults to be vaccinated by July. • JM also stated that the reason for no mass vaccination sites in Canterbury is because Canterbury Medical Practice & Northgate Medical Practice has been so efficient at inviting locally. • It was mentioned that there has been some anxiety from patients on when they will receive their 2nd vaccine. VC to construct something for the next patient newsletter. 	JM
05/11	<p>Ethelbert Road</p> <p>DS updated members of the patient group with where we are now since moving into the new premises. DS responded to a question in relation to art work stating there is ongoing discussion regarding art work to be displayed throughout the patient waiting areas and corridors etc. DS also mentioned there are 3 patient calling TV screens displaying educational patient information. We are in the process of adding soft background music too. We also have automated air conditioning units throughout the building to allow for cool air in the summer and warm air in the winter.</p> <p>With regards to parking the original plans were to have a car park barrier in place but this is no longer going ahead. We have requested updated car parking signs to reduce confusion for patients and visitors, these will be finalised in the next couple of weeks.</p> <p>PP- mentioned that on the website that the Ethelbert Road page needs reviewing with regards to the images. VC to investigate and update where appropriate.</p> <p>KW – mentioned that patients cannot see staff on the monitor when they ring the doorbell. DS confirmed this is not a 2 way video screen only a 2 way voice system.</p> <p>JT – asked about confidentiality at the premises. DS mentioned that there is a side room for private discussions and there will be soft music playing which should help acoustics and with any confidentiality issues. DS also mentioned we are looking into lowering the Perspex screen slightly so that it is easier for staff and patients to hear each other.</p>	DS
06/11	<p>E-Consulting Usage Report</p> <p>VC stated that there has been a steady increase in the use of e-consults since the service was implemented in April 2020.</p> <p><i>An E-consult is: an online consultation enables you to contact a GP or other health professional over the internet. It saves you waiting for an appointment or going to the GP surgery. You can tell your GP about your health using a smartphone, tablet or computer.</i></p> <p>PP mentioned that she will running a computer group in June.</p> <p>Please see the Appendix at the end of the minutes for the graph indicating the usage of E-Consults the practice has had since the service was launched.</p>	VC/SC

07/11	<p>Social Prescribing Team Update</p> <p>Referrals are coming in at a steady rate, lots for Mental Health and Housing. Maintaining caseload with lots of regular welfare calls until groups etc. . .Start to open again.</p> <p>Have taken on 2 Care Coordinators – One for Patients and one for Care Homes m- Current active caseload is 128, and growing.</p> <p>Continue to cover Oximetry at Home and supporting the vaccination clinics where possible.</p>	NC
08/11	<p>Telephone Data</p> <p>Because after the move to ER the reports weren't picking up the data from the correct extensions the figures for March are not accurate so rather than produce visual data, I could just go through the following points:</p> <ul style="list-style-type: none"> • During the first quarter of 2021 we received on average just over 10,000 calls each month, this compares with the same period last year when the figures were around 9000 calls per month • On average about 1/4 of the incoming calls abandon before they are answered • Our call handlers cover either a morning or an afternoon shift which is around 5 hours and during that time they will answer between 60 - 100 calls • Our waiting times are increasing unfortunately, partly due to the fact that a lot of the calls we receive are relating to covid queries, most recently enquiries about the vaccines and the calls relating to these are very much reflected by what the news headlines are for that day. These calls can take longer to resolve, and we are seeing peaks during the day when patients are in the queue for 35 - 40 minutes. <p>We are aware of when these waits are happening, and we do pull on any available resource within the team to pick up the calls.</p>	SC
09/11	<p>NHS Kent & Medway Clinical Commissioning Group Canterbury Public Reference Group – Updates</p> <p>WP stated that he will continue to attend online meetings and PP mentioned that anyone can go to board meetings with the trust.</p>	WP
10/11	<p>AOB</p> <p>N/A</p>	
11/11	<p>Date and time of next meeting:</p> <p style="text-align: center;">Thursday 8th July 1pm</p>	All

LIST OF ACTIONS:

Action 1	Include some information re 2 nd vaccines in the next patient newsletter/website	VC
Action 2	To update the practice website regarding Ethelbert Road Surgery	VC

Appendix



The black line indicates the trend of e-consults submitted and the yellow line indicates the appointments saved.