

**Patient Group**  
**Hollyns Health and Wellbeing**  
**Minutes of the Meeting held on Zoom**  
**at 5pm on Tuesday 08 June 2021**

Present: Adeeba Malik (Chair)  
John Stone (Co-Chair)  
Fred Stone  
Wilma Nichol  
Sandra Shallcross  
Howard Turnpenny  
Marian LePla  
Diane Burke  
Andra Matthews  
Richard Dunbar  
Sharon Barraclough (Business & Finance Manager)  
Louise Lewis (ANP Partner)  
Nicola Farrar (Hub Manager)

Apologies: Kathy Bairstow, John Samuel, Sue Duffy.

### **Welcome**

Sharon introduced Louise Lewis, one of our Advanced Nurse Practitioners. She has been working at the Practice for many years and has recently become a Partner. Adeeba offered her congratulations on behalf of the Group.

### **Acceptance of Minutes**

The meetings of the meeting held on 07 April 2021 were accepted unanimously.

### **Matters Arising**

**2.a. Website update.** There was a detailed discussion relating to the Practice website and the way in which information about the Practice and the NHS is communicated to patients. Since the last meeting, several improvements and alterations have been made to the website to update information about the current Practice activities. Adeeba's team member has continued to process various statistics and up-to-date results are posted when available.

The Practice will, when Covid regulations permit, arrange a session for Group members to view the website together with Nicola in order to make detailed comments regarding ease of use.

Richard expressed concern regarding patients who are unable to make use of the website for any reason, and suggested a regular newsletter be sent out to all patients to keep them informed. Sharon told the meeting that it was planned to bring such a letter to show to the meeting, but this was not possible due to technical issues.

**Other Matters Arising** were covered by the agenda items.

## **Covid Vaccination Update**

Sharon confirmed that the City-wide vaccination clinics are still operating and younger people are now being invited to attend.

The Ridge is being used as a vaccination centre for the Practice. A few house-bound patients are being vaccinated by the Practice staff, but they have to wait until there are eight patients as this is the number of doses in a vial.

Concern was expressed that the population of Allerton was some distance from The Ridge, without a direct bus route. Sharon informed the meeting that a Vaccination drop-in bus was being organised by the CCG to serve patients like this. It is planned for the bus to be in the Allerton Aldi car park on Thursday 10 June, and its presence would be well publicised.

It was confirmed that a small number of elderly patients had declined the offer of a vaccine. The Practice is notified of all those not going forward when invited and Practice staff follow up each patient.

## **Staffing/Practice Update**

Sharon informed the meeting of the current situation regarding GPs and other Clinicians.

Dr Suleman and Dr Temperley are working at both our sites, Dr Doore is working from home. Dr Maris is due to return from maternity leave this week and Dr Raw is expected to be at work in July. Dr Hussain has now started her maternity leave.

The possible new Doctor and Partner, Dr Riaz, has delayed his start at the Practice pending the resolution of some administrative and financial issues.

Two Practice Nurses and other Clinicians are expected to join the team and be based at either of the sites.

It is the intention to return Allerton to full opening as soon as possible and shortly to open full days on Mondays, Wednesdays and Fridays.

It was noted that the Practice still does not have a full complement of GPs. This is limiting the ease of access for patients, both in person and by telephone or email.

Several patients present expressed concern regarding the difficulty of achieving an appropriate consultation. Sharon said this would be raised at the next Partners' Meeting to be held on Thursday.

It was confirmed that seeing a Clinician at Allerton was now usually possible, but telephone triage was carried out first. The Practice was reminded that this is not ideal, and that there was some concern amongst Allerton patients about this. The Practice was asked to ensure that there would be a fair allocation of staff to resource the Allerton site, and that the aim to achieve this be communicated to Allerton patients.

It was noted that recent NHS statements regarding appointment booking, telephone triage and possible walk-in triage have caused issues for Practices which are not fully staffed. This will be an agenda item for the next meeting.

## **Routine Reviews**

There has been a big improvement in this area. Appointments with nurses for routine tests and other things such as ear syringing are back to near pre-Covid levels. Spirometry tests are still not happening due to Covid regulations. Mental health reviews are being done, as is work with patients who have long-term conditions.

## **Any Other Business**

Andra spoke of a concern about the length and repetition of information messages whilst waiting in the phone queue. Nicola said she would look into the possibility of changing this. Others said how quickly patients progressed through the queue and complimented those who answer the phones.

Howard spoke of the issue of digital exclusion for some patients, and that it should not be underestimated or overlooked. The meeting was informed that the new manager of Café West in Allerton has put aside a room with IT equipment where he can assist patients to access the Practice online. The Practice has provided some medical equipment, including a blood pressure monitor, thermometer and weighing scales to allow patients to take their own readings and pass them on to Clinicians.

John informed the meeting of the new Dementia Awareness Group being formed in Clayton, with the help of both Clayton Practices and the Alzheimers Society. The group hopes to start sessions for people living with dementia and their carers in the near future. Thought is being given to having a similar activity in Allerton.

Andra informed the meeting that one of her dogs is now registered with Pets in Therapy and she is happy to bring the dog to visit patients by arrangement with a Clinician.

## **Date and Time of Next Meeting**

The next meeting is expected to take place in September. Sharon will liaise with the Chairs and inform members of the date and time.