

PPG Meeting Minutes



Thursday 24th September 2020 (Via Zoom)

Attendees: JW (Chair), SH (Deputy Chair), GB, KS, PS, PC, AB (Operations Manager), SL (Practice Pharmacist)

Apologies: GP, PB

1. Welcome (JW)

- Welcome to the first meeting of the PPG via Zoom due to the Coronavirus pandemic
- The Chair acknowledged the deaths of 2 members of the PPG since our last meeting. RP & SH made a valuable contribution during their time as part of the PPG and will be greatly missed by the group and by practice staff.

2. Coronavirus update (AB)

- Management have enabled staff to work from home where possible to keep them as safe as possible. This includes GPs, receptionists & admin staff but not nursing team due to the nature of their work.
- There has been minimal staff absence during this time due to sickness. If a member of staff is unable to come into work due to family sickness, shielding or self-isolating management have made arrangements so they can work from home .
- Management and partners are aware that staff morale has been low in some teams and are ensuring continued communication to try and maintain morale during this difficult time.
- During lockdown, clinicians worked across both sites doing telephone consultations only at Lodgeside and seeing patients face-to-face at St George (only shielded patients were seen at Lodgeside).
- 'Red' & 'green' areas have been assigned to create separate areas for babies/children & adults. All baby checks, child immunisations and child flu appointments are seen upstairs at St George in the 'green' area.
- There is a one way system in the both buildings to minimise patients passing each other.
- Since 3rd August the urgent care team is now based only at St George. The triaging GPs can book patients in for a face to face appointment later in the day with themselves at St George.
- Medication requests and registrations are now being taken over the phone to minimise patients coming into the building. This has increased the volume of calls taken by the reception team.
- Guidance from PHE & NHSE is changing all the time. Some decisions were made based on Level 3 alert level. As this is now Level 4 it will be reviewed at Management & Partners meeting on Monday 28th September to discuss adjustments if necessary. *Addendum: no adjustments to the current way of working were deemed necessary.*
- Flu vaccination clinics are being held on a weekday at Lodgeside and on a Saturday at St George. These are running extremely smoothly with the building dedicated to flu clinics during this time to minimise patients in the building. 130 housebound patients are also to be visited by the practice nurse to administer their flu vaccination.
- Update from SH on involvement in the COVID-19 diary project with the Jenner Museum. SH explained that this project is to help document the current COVID-19 pandemic and create a record for future researchers. As part of this SH attended a webinar on vaccine hesitancy. The feeling was that more people will take up the flu vaccine this year but perhaps 1 in 5 will decline a COVID vaccine.

3. Practice Pharmacist Introduction (SL)

- SL introduced herself and explained the practice pharmacist role. Practice pharmacists deal with repeat prescriptions, update patient records with medication changes made by hospitals/consultants and complete phone call and medication reviews with patients. This provides an efficient and timely service for patients and supports GPs.

4. Patient access to appointments

- The group wanted to question whether there is equal access to appointments for all patients. Not all patients have a mobile phone or computer. Danger of missing things over the phone?
- The group felt that patients may not be aware that video consultations are available and also other signposting options e.g. the pharmacy minor illness service. The practice will ensure this information is available on the website and through the reception team signposting service.
- Website update. Fireclay Health website is being updated. A link to the draft website will be sent to PPG members for their comment on layout, navigation and content. Feedback to be emailed to the IT Manager to consider for new website launch on 1st October.
Addendum: launch delayed to later in October to incorporate PPG feedback and overcome some technical issues.

5. PPG – where do we go from here? (JW)

- SH volunteered to stand as Deputy Chair. All members were in agreement and SH was formally elected.
- Membership/recruitment –to discuss at next meeting
- Update from PPG Network Development Meeting JW attended in July. PPG Chairs from all over the region attended. For some it is practically a full time job! JW learnt that the aim of the PPG can be whatever we decide. This will be discussed more in depth at the next meeting. This should be looked at in conjunction with the Business Plan. AB to provide a copy of the Business Plan to the group before the next meeting.

6. Quarterly Governance Bulletin (AB)

- This includes patient feedback & complaints, patient survey results and details of quality improvement projects undertaken by the practice. A copy of this was shown to the group and discussed. AB to follow up the suggestion that a summary of this information be put on the website.
- Patients currently appear to be finding the current primary care system challenging as not 'normal'. Can we manage patient expectations better? SH to investigate how we may be able to do this. This may be useful to add to the website or next patient newsletter.

7. AOB

- JW asked the group for feedback on their experience of our first meeting via Zoom. The group unanimously agreed that it had gone well and happy to go ahead in this format until we can meet face to face. One member did not attend as did not feel he was able to via Zoom so we will look at how we can get him involved next time.
- A request from the group for different on-hold music on the phones – AB to find out if there are other options

8. Future agenda items

- PPG future plan – membership and direction

9. Next meeting date

- Tuesday 8th December 6pm via Zoom