

Minutes

PATIENT PARTICIPATION GROUP

Friday 2nd October 2020 – 11.30am

Circuit Lane Surgery Chair LT Minutes LL

1.	<p>Attendees:</p> <p>Chris, Debs, June, Norman WES PPG: Hazel</p> <p>Surgery: Lisa, Lucie, Jackie, Jane, Laura and Dr Oji</p> <p>Apologies: Colin, Jayne, Lynn, Lesley, Maggie, Mike, Peter, Phil, Peter</p> <p>This is the first meeting to be held since March 2020 due to COVID-19. We held the meeting virtually using zoom.</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial</p> <p>Fundraising has been unable to take place due to the pandemic and there has been no footfall at the surgery without an appointment.</p> <ul style="list-style-type: none">• Account Balance - £106.13 <p>June advised that the Grange Church Christmas Fair has been postponed but will keep us updated when things start resuming again.</p>		
4.	<p>Surgery News - Lisa</p> <p>Appointments -</p> <p>Lisa advised how the surgery operated during lockdown. In March, one third of clinicians and non-clinicians were unable to work due to shielding and Covid so the decision was made to adapt the flow of people from Circuit Lane. All patients were telephone triaged at by a team of GPs working out of WES & CL and if a patient needed to be seen they were seen at WES. Four rooms were allocated as the hot hub which was blocked off from the rest of building to ensure the safety of all staff members and visiting patients. In June, face to face nursing appointments started again at WES including doing bloods and dressings and on 1st July Circuit Lane reopened for nursing appointments and antenatal clinics.</p> <p>Communication -</p> <p>Chris suggested that perhaps some patients would be feeling isolated and vulnerable due to not being able to have a face to face appointment with a</p>		

GP. Norman advised that on the occasions he has required medical attention, he has contacted CL and the number has been diverted to WES where it has been efficiently handled by the lovely staff on reception. He feels that there has been no breakdown in the service being provided and that the communication is concise and very clear. Lisa advised that CL patients wouldn't be disadvantaged because the door is closed at CL; they have received exactly the same care as WES. We see everyone as one surgery and do not differentiate. Since the shielders returned to work at CL in August, they are now answering the telephones in the morning and then put back on divert for the afternoon. Chris commented that the answer message perhaps need updating and Jane advised that she would get this amended. Lisa commented that all procedures are changed and updated in a measured and calculated way to ensure the smooth running of the surgeries and maximum safety for all.

Lisa confirmed that the monthly newsletter has been used to keep the patients abreast of what's going on at the surgeries. Chris and Debs advised to increase exposure to use the local Parish Council and put posters up in bus stops and on church noticeboards. Lucie to contact the PC and compile some posters for the local area.

Chris congratulated all the staff on working so diligently throughout the pandemic and Norman echoed those views too.

Dr Oji explained the need for the clinical management of a patient and they are mindful of the time it takes to have a video consultation. More staff and resources would be required to do this and that telephone triage is working well and very efficiently.

Flu clinics –

Lisa explained how the flu campaign will be run at the surgeries and that the first flu clinic will be held on Saturday 10th October at CL. In previous years, appointments have been 1 minute long but to take into account of all the safety measures, appointments are now 5 minutes. Lisa advised that some surgeries/clinics have run out of vaccinations during clinics so we have organised our clinics to ensure we have sufficient vaccines available. Lisa confirmed that we will have used our allocation of the vaccine by the end of November and that currently there is not enough flu to vaccinate everyone who is eligible in the country. Additional vaccine has been procured by NHSE and we will be able to access this.

Staffing -

Lisa confirmed that we are currently recruiting for pharmacists, phlebotomists, doctors and receptionists and are working towards getting CL open fully to patients.

Nursing homes –

Flu clinics have been held at the local nursing homes and anyone who is housebound will receive one too.

	<p>PPE –</p> <p>Lisa confirmed that we have had no issues with PPE and that the CCG has an emergency supply system should we need more.</p>		
5.	<p>PPG Issues</p> <p>Intended merger of CL and WE patient groups</p> <p>Prior to lockdown it was discussed about merging the two patient groups. Lisa explained that we are one surgery, receiving the same core service and there is no disparity between the two.</p> <p>June commented that she felt it would take a while to get used to the idea of being one PPG. Lisa explained that protocols would need to be put in place. Norman advised that prior to March he hadn't been able to attend the face to face meetings and that it would be eminently sensible to become one PPG. He felt that this ZOOM meeting had been helpful to enable him to attend. Chris said that was eloquently put and that perhaps we could have a daytime and evening meeting. Hazel felt that fundraising should be separated and that each surgery has a fundraising lead.</p>		
6.	<p>Patient Voice</p> <p>Hazel advised that that since lockdown there had been a couple of Patient Voice meetings via zoom. Nothing much has happened over the last few months and that they have discussed flu campaigns. Chris asked what is Patient Voice and Hazel commented that each surgery has a representative and you get to understand the views of the other surgeries and listen to key speakers. Lisa confirmed that Peter Cook is the representative for CL. Chris advised that if Philip couldn't attend the meetings then he would be happy to be the representative for CL.</p>		
7.	<p>AOB</p> <p>Norman wanted to thank all the front line staff and said they all had a wonderful sense of humour and were are blessing to us all!!</p>		
7.	<p>Date of next meetings:</p> <p>Wednesday 25th November 2020 Wednesday 23rd December 2020 Wednesday 27th January 2021</p>		