**Patient Participation Group**

**Minutes of meeting held on Friday 16th October 2020**

**Venue: Virtual Meeting via Zoom**

**Present:**

Kerry Clay (Finance Manager) Bill Wright Kate Bielby

Katie Brown (Admin Assistant) Alan Garbett

**Apologies:** Julia Tomlinson Jane Darker David Rhys Jean Hopkinson

Kerry began the meeting by thanking everyone for joining.

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COVID-19, Changes to how we work

When booking an appointment for a GP patients are firstly booked a telephone appointment with the GP/clinician. During the telephone consultation the GP/clinician will decide if the patient is needed to be brought in for a face to face appointment. If they are, then they will be made an appointment. The patient will be asked to wear a face covering whilst at the surgery and the clinician will be in full PPE, (Personal Protective Equipment).

The Nursing team are seeing more patients and again patients are asked to wear face coverings and the nursing team are in full PPE.

We have reduced the amount of seats in the waiting area to prevent people coming into contact with one another and we are coordinating face to face appointments so that patients are not all attending at once. After each patient has left their appointment the room is fully sanitised before the next patient can be brought in. Due to the extra cleaning processes it does mean the number of patients the team can see in a day has significantly reduced.

We have had a few cases of staff having to isolate at home including GPs until they receive a negative COVID test. On these occasions they have been able to carry on working from home doing telephone consultations and work on their laptops. Fortunately this has not happened too often.

During lockdown a lot of our routine services were stopped such as minor surgery, cortisone injections etc. We have started these services again now and are currently working on getting these back up to 90% normal service.

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Flu Clinics

This year the flu clinics have had to be organised differently to previous years. We normally have a walk in flu clinic held at Wickersley on a Saturday and patients turn up and wait. Due to COVID restrictions and the need to keep staff and patients safe we needed to have patients booked in this year and have access to a one way system.

Due to the layout at our Wickersley surgery we are unable to provide a one way system so have had to hold our flu clinics at Ravenfield.

We have been holding GP flu clinics on some Saturdays and a Nurse Flu clinic every Tuesday afternoon at Ravenfield. Patients book a time slot and when they arrive they are led in through the main entrance, straight down the corridor to the waiting clinician to have the flu vac and then straight out of the side entrance. Patients that have mobility issues have been waiting in the car and the clinician has been going out to them to have theirs in the car through the window.

Patients who are housebound will be given their flu vaccinations by the District Nursing team who have a list of all our housebound patients.

We have so far received a lot of very positive feedback about the efficiency of our Ravenfield flu clinics from patients including some of our PPG members.

The Saturday clinics are being organised once we have had delivery of the flu vaccinations. Unfortunately they do not arrive in one batch and are delivered sporadically so we are unable to plan the clinics too far in advance. Some patients have not been happy that they cannot book straight into the flu clinics but unfortunately until we have the stock then we cannot open the appointments.

Anyone that is entitled to a free flu vaccination can visit a pharmacy to have it done as pharmacy’s offer this service as well as the GP.

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Staff Updates

Dr Khan has now joined us as a Salaried GP working four days per week.

Trainee Registrar Dr Leila who started with us in February left us in August and we now have Trainee Registrar Dr Venu. Dr Venu was an Orthopaedic Surgeon in India for 15 years and is now with us training to become a GP.

We have had some changes to the management team. Lynda who was our Practice Manager has semi-retired and now works as the Deputy Manager two days per week. Denise who was our Data Manager is now the acting Practice Manager and Kerry is still the Finance Manager with some added responsibilities.

Our Pharmacist Janet, who works two days per week doing patient medication reviews and dealing with medication changes that the hospital request ect is leaving us in November. She will be replaced by another Pharmacist who will work alongside our Pharmacy Technician Kerry.

We have had regular Locum ANP (Advanced Nurse Practitioner) cover this year. The ANP works as part of the GP team. Our regular Locum ANP’s have been Tim, Ruth and Firmeda. We are currently in the process of recruiting for our own full time ANP.

Reception changes – Kelly who was based at our Wickersley site has left us. We have a new receptionist, Rachael who used to work in the pharmacy. We are currently recruiting for two more receptionists also.

Brian our handyman has retired and we now have a handyman, Mick that will attend the sites when needed to complete works.

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Telephone Systems

We had a new telephone system installed a few months ago to update our very old system. Unfortunately since it has been installed we have had a lot of problems with it. We are aware of a number of different issues which we have brought to the attention of the installation company and BT. Both are working on solutions to these problems.

This is obviously causing a great deal of stress to patients trying to get through on the phone lines and also to the reception staff who then have to deal with the frustration of the patient who finally gets through.

Hopefully these issues will be rectified as soon as possible but we are monitoring the situation closely.

The telephone system now lets us record calls from all three sites now. The old system only allowed calls to be recorded at our Wickersley site. This is a positive feature as it allows us to listen back to calls when needed which is used for training purposes and helps with conflict resolution.

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Any Other Business

* Alan asked for the new direct lines for Kerry and Katie. Kerry’s direct line is 01709 245210. Katie’s direct line is 01709 245215.

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The meeting was then adjourned.

If anyone has any queries in the meantime please do not hesitate to get in touch.

*Minutes taken by Katie Brown*