

Meeting: Patient Participation Group Meeting
Date: 28th Sep, 2020
Time: 16:00– 17:00
Location: Microsoft Teams

Present:

Dr Fiona Butler (GP Partner)	FB
Warwick Young (Business Manager)	WY
Nina Mugisha (Operations Manager)	NM
[REDACTED]	SR
[REDACTED]	JE
[REDACTED]	PK
[REDACTED]	KR
[REDACTED]	JS
[REDACTED]	

Apologies:

[REDACTED] SH

1. Introduction

WY opened the meeting by introducing NM who joined the practice in April 2020 as the Operations Manager.

2. Answers to patient questions

Patients had been invited to submit any queries that may have arisen during the pandemic.

Q: SR asked about access at the surgery for safe administration of the flu vaccinations in the light of COVID guidance.

A: *We have already held a few very successful flu clinics on Saturdays and weekday evenings. We've put in place the following precautions during clinics:*

- *one way flow in and out of the building; in through main entrance then down to room 3 or up to room 4 and exiting through side exits so patients do not cross other patients waiting to enter*
- *flu jab only clinics to avoid mixing of patients who are unwell with those only attending for flu*
- *2 meter distance maintained and distancing stickers outside the building*
- *flu clinics 3 minute slots, limits amount of time in the practice and potential to touch anything, most patients jabbed standing up*
- *surgery is regularly disinfected throughout the day by reception staff working to cleaning schedule*
- *all patients attending are screened for COVID symptoms*
- *patients are asked to wear a mask and arrive at their appointment time*
- *patients entering are asked to use the hand sanitiser provided and if patient sits in a chair, this is disinfected after use*
- *doors/ windows kept open for airflow*

Q: SR asked if we are providing the pneumonia vaccine and how often should patients have this?

A: *Yes, we are currently offering the pneumonia vaccination to eligible patients. The vaccine is required only once for people aged 65+ without underlying health conditions or every 5 years for patients with certain medical conditions.*

Q: PK asked about the process for patients requesting prescriptions as in March patients had been advised to email prescription requests and since then he has received at least one different message.

A: *Initially patients were advised to request prescriptions via email around March.*

This resulted in huge volume of emails from patients, sometimes asking medical advice when the surgery was closed rather than just prescriptions and we felt it was safer for patients to use other channels to contact us. For medical advice – eConsult and for prescription requests – online services (systmonline or nhsapp).

Systmonline/ The NHS app allow patients to request medication by selecting from a list of their repeat medications or other medications that that they have been prescribed before, patients are also able to free text some additional information with their request. This is better than email as there is less room for error and the request is clear . Using correct channels means we get all of the information needed first time around and results in quicker service for patients.

Q: PK asked about having a PPG email address which is only accessible to Dr Butler, Warwick and others involved in the PPG so that members can send an email without this being viewed by admin first, particularly if the email relates to a member of staff.

A: *Having a PPG email address would be another channel of communication that would need to be monitored at all times, it would therefore be monitored by a member of the admin team.*

Currently all email correspondence comes in to the surgery generic email and is then forwarded by admin to the appropriate person, this ensures that nothing is missed and all emails are dealt with in a timely manner.

NM suggested that a PPG forum could be an option that allows PPG members to communicate with each other and also members of the practice who are involved in the PPG.

Action:

- NM to look in to virtual PPG forum

Q: PK asked why text message communications coming from the practice come from a variety of different numbers; including NHS-NoReply, RedcliffeGP and others.

A: *We use different systems to send out text messages to patients so this may be why different numbers show up when we send text messages to patients. We'll raise the issue with IT to see if the same number can be used.*

Q: PK asked about the surgery use of eConsult, stating that calls are necessary sometimes as what one needs to say could take hours to type and the econsult service is too prescriptive in many cases.

A: *NM agreed that calls are also necessary and we do allow patients who are unable to use eConsult to request a call back by phoning reception. eConsult is preferable as it allows the patient to give more detail and in their own words as well as prompting them to perhaps think of symptoms that they may have not otherwise thought to mention. This helps the GP get a full history before calling. However, eConsult is not a replacement to phone calls altogether.*

Q: JE asked about how the practice are managing instances where patients need a face to face appointment, particularly mental health patients.

A: *FB responded that although most consultations are being conducted remotely, throughout the pandemic, the practice has remained open and have been flexible with the appointment system with GPs arranging to see patients face to face where needed. The practice is also proactively offering mental health reviews to patients on mental health registers.*

Action:

- NM to find out whether one phone number can be used when sending texts with SystmOne, MJOG, accuRx

3. Earls Court and VM Move

FB updated the group on the plans to move practice site. The intention is still to move, however there have been delays due to the pandemic. We expect that the move will be delayed until around September 2021.

The plan is still to set up a branch site at Earls Court Health and Wellbeing Centre and move the main practice site to the Violet Melchelt Centre.

Action:

- FB and WY to update the group with further developments

4. Retirement of Dr Farrar:

FB announced to the group that Dr Farrar will be retiring at the end of the October.

Patients asked whether there will be another GP partner to replace SF. FB replied that the practice has already replaced Dr Farrar's clinical sessions and

are well staffed clinically, we also have a senior leadership team in place so there are no immediate plans to take on a new partner.

Action:

- None

5. PCN PPG

WY informed the group that there are plans to set up a pan PCN PPG. KR and PK expressed interest in joining this.

Action:

- WY to put forward KR and PK

6. AOB

It was agreed that the agenda for future meetings would be sent out in advance of the meeting by email.

7. Next Meeting

The next meeting will be via Microsoft Teams and the invitation link will be sent out via email. Date TBC