Patient Participation Group minutes

15th October 2020

Key Notes and Decisions

Present:

PPG Members: Julie Pope (Chair) & Ron Hodson

Drs: Shirin Howell & Angela Stevens-King

Practice Staff: Melissa Morley Practice Manager, Tanya Claridge Clinical Manager, & Shannon Munns Practice Secretary

Apologies: Richard Angood & Claire Newton

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|  **Introductions**Melissa Morley thanked everyone for attending. **Minutes from the previous meeting reviewed****1. Update from GCS regarding COVID-19** * We are currently continuing as before, telephone consultation with the clinician first and then patients needing to be seen by a Clinician are brought in later in the day. The Nursing Team continue to see patients routinely. We are allowing a maximum of 10 patients into the waiting room now the weather has changed. All patients are screened prior to entry to the building. We are in the process of looking at outside shelters.

**2. Recruitment** * We are still trying to recruit following Dr Paul Darer’s retirement but this has not affected appointment availability as Dr Mina Rizkallah has and is continuing to support us as a locum GP filling in these days.

**3. Appointments** * We are in the process of releasing Did You Know figures on Facebook which shows the number of patients that the practice has seen along with the number of phone calls that we receive. We are aware that patients are struggling to get through on the telephone lines but we only have 20 lines into the practice and many staff are using their own mobiles to make telephone calls out due to line availability. Additional staff have been supporting the Reception Team so we can get to the calls as quickly as possible but demand has significantly increased along with telephone questions and queries that are no longer face to face and many patients ring first thing for reasons which could have waited so it allowed those needing to be seen on the day to get through. In addition to this we are hoping to recruit a temporary receptionist 5 mornings a week to support us. We are on average receiving 850 calls per day into the practice.

**4. Birthday Project*** This has now been implemented however due to COVID-19 we are behind in recalling patients on birthday month but hope that it will start to fall in line next year.

**5. Flu season** * We have had a really good uptake. Patients continue to be ringing to arrange a flu vaccination. We have now held 2 Saturday clinics, the first Saturday we vaccinated over 65s and the second mainly under 65s but also some overs, this was partly due to delivery of flu vaccinations. We continue to run weekday clinics for those that were unable to attend. We have seen an increased uptake and continue planning clinics as flu vaccinations arrive. We are aiming to meet the target of 75% uptake in those eligible and are on track to meet this. We hope to receive further information regarding vaccinating the 50 – 64 years of age cohort with no underlying medical conditions in the coming weeks; it is likely we will do a Saturday clinic in December depending on vaccine delivery.

**6. Face masks*** The majority of patients are now attending the practice wearing a face mask and we are only having to provide a minimal number. Sadly quite a few patients did not attend the second flu clinic with masks and these had to be provided but things seem to have improved in recent weeks.

**7. Patient survey/poll on social media*** It was felt that now is not the best time to carry out a patient survey given the changes that we have to keep having to make rapidly, members present agreed. Julie Pope commented it would not be a fair reflection.

**8. Zero Tolerance*** The practice has started to address patient comments head on following a significant amount of negativity on the Chatteris Facebook discussion page which had a terrible effect on staff morale. Julie Pope commented that the vast majority approve and those that don’t make a lot of noise.

**AOB:*** Ron Hodson asked if it would be possible for us to share the number of COVID-19 cases in Chatteris on Facebook, unfortunately we do not have access to this information.
* Dr Shirin Howell raised that positive feedback for staff is really important and asked that the PPG members encourage those that have positive feedback to send this in via the practice website or email address. Ron Hodson suggested a PPG Facebook page. Both Ron and Julie had heard positive feedback from other patients regarding the practice and will encourage these to submit via the website.

**Date of next meeting:** **21st January 2021 17:00** |