PPG Meeting

Date of meeting: 04.09.2020 2:00pm

Practice Representatives: Dr Hasan, Fahad Memon, KW, AP

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| Standing Items: | | | |  |
| Minutes for PPG Meeting held Virtually | | | |  |
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| Points Discussed | Raised by: |  | Actions and who to action: | Start/Deadline: |
| Meet and Greet Session |  |  | Introductions: Due to COVID19 we unable to arrange face to face that’s why doing virtually. |  |
| Previous meeting minutes |  |  | Reviewed and agreed. |  |
| New Staff Changes |  |  | Since last PPG we have now regular Practice Nurse Anjana Gurung working 3 Days a week and also recruited Physician Associate Sumeya Mohamud. 2 salaried GP started in August 2020 Dr Eugene O’Connor doing Monday to Thursday and Dr Salmaan Khan on Friday. We advertise Post for Clinical Pharmacist. |  |
| Repeat prescription protocol |  |  | Discussed and advised that we are moving towards Repeat Dispensing methods and are working with the CCG Pharmacist and PCN pharmacist for Polypharmacy patients. This means patients who are on more than four repeat tablets. She is doing a clinic every Thursday. |  |
| DNAs and Appointments |  |  | There were very low patients who ‘did not attend’ (DNA) since lockdown as we are doing telephone triages, but even noticed people do not answer their phone so receptionists remind them to be around the phone and also check with patients their mobile numbers. The Practice offers more than 2500 GP appointments and 80 for Nurses per week. |  |
| Flu season |  |  | We identified patients are eligible for Flu jab. Our first batch of delivery will come 12 September 2020. We are running special clinics on Saturdays. We will start to invite eligible cohorts once we receive flu vaccines. We are giving over 65 , at risk under 65 ( 18 – 64), Children age 2-3, carers and pregnant womens. We are aiming to jab 75% in each category. We might offer flu jab for people age between 50 – 64 due to pandemic and risk group but waiting for NHSE guidelines and holding till November 2020. |  |
| Appointments |  |  | We are offering telephone appointments to reduce risk of spread. This is patient and staff  health and safety. This does not restrict face to face. We have telephone outcome slots so if a clinician feels to see patients then those will fit on those appointments. Practice never stop child immunisation and restart cervical screening from July 2020  We are offering a mix of  face to face and telephone consultations,  Due to COVID-19, we await guidance to change all appointments to telephone triage.  Clinicians will triage first and decide clinically if they need to review the patient face to face  Reception staff do ask Covid19 screening question to pupils before they book appointment for face to face and advice if they have develop symptoms on the day please ask advice or reschedule appointments this to avoid spread. |  |
| AOB |  |  | Parkview centre is closed to the public and only people can access appointments.  Staff and Building risk assessment was carried out for staff and public safety.  CHP recruits another security person to ease movement of people. Can triage the door and take the temperature of people accessing the building.  Main entrance is closed and the entrance to the building is from the side door on Bryony road.  Practice does not do covid19 test, if any one develop symptoms they need to follow national guidelines and for testing call 119    Zero Tolerance Policy was discussed.    Rude Behaviour – as we work on zero tolerance policy, we have a couple of incidents in the Health Centre and these are being addressed.  We are here to help everybody, and the P{PG agreed that rudeness and shouting is unacceptable.    FM announced that the next meeting date 11.12.2020 virtually . |  |
| Next Meeting |  |  | 11.12.2020 |  |