

PATIENT PARTICIPATION GROUP MEETING

9 Dec 2020 via Zoom

Present: Alison Macnaughton-Jones, Lucy, Michael, Aylsa, Wendy and Tim

Apologies: Audrey & John

1. Apologies were given on behalf of Audrey & John, and that the meeting was 3 months late due to COVID.
2. Minutes from the last meeting were agreed to be accurate.
3. Lucy informed the group of recent and upcoming staff changes
 - a) Dr Sarah Willison joined the surgery in October as a salaried GP. This has seen a reduction of the Locums that we have been using. Dr Matt Sawyer will be leaving after Christmas and Dr Nari Pindolia is booked till the end of January 2021.
 - b) Jackie our secretary will be retiring on 11/12, after almost 28 years at the surgery. We have employed 2 apprentices who are training up to take over Jackie's role, along with Angela who will still be with us.
 - c) Dr Macnaughton-Jones has been training 4 medical students, 2 on a Wednesday and 2 on a Friday. They have been very enthusiastic and enjoyed working with our patients.
4. The surgery is looking at a couple of projects to change room allocations.
 - a) A new automatic side door has been fitted for patients exiting the building. This does have a step so the main entrance is still used for disability access / frail patients.
 - b) The current secretaries' room, will be made into a clinical room for new GP Sarah Willson.
 - c) The secretaries will move upstairs into the larger room, which will allow 4 desks and the conference table.
 - d) Lucy will move downstairs into a smaller private office.
5. The group discussed the success of this year's flu campaign. Everyone agreed that the drive through was very slick and efficient. Lucy informed the group that our uptake numbers were up for Over 65's, Children and patients in at risk groups. This week is the last week and over 50's had been invited. PPG members liked the text invite and reminder service. They were happy to complete the feedback for the PCN via text message also.
6. Alison advised the group what we know so far about the Covid Vaccine, this is changing daily, but at the moment our understanding is.

The PCN will provide a service at Feethams House, on the ground floor. They are hoping to take delivery of just under 1000 vaccines on 21 December and commence a service on 22 December to approx. 1000 patients aged 80+. This will be a town wide service and will be staffed by town surgery staff including us, from 8am-8pm. The PCN have found volunteer drivers and wheelchairs to make access easier at Feethams House. The town Well Being Facilitators will be phoning patients to book appointment and discuss transport arrangements.

The members suggested that the surgery will update their Facebook page to advise patients not to contact the surgery regarding the Covid Jab, and that we will be in touch when available to each age group. Members suggested that it would be a good idea to put a Link on Facebook to the Government patient leaflet.

We do not know any details of a regional centre at the moment or if the venture will go back to the arena.

7. PPG members were happy with patient access, telephone consultations and Econsultations. Members thought the econsult service was quick and easy to use and happy with quick response times. Phone calls and econsult were convenient rather than needing to come to the surgery. GPs were able to access more patients per clinic and still see patients face to face when needed. It was agreed that it would be a good idea to give patients a monthly feedback via Facebook on the number of patients consulted with, to help with public opinion.
8. Alison asked the group if they had any other feedback. No other feedback was given. Alison thanked the members for their support and time.
9. We agreed the Zoom meeting had worked well and the next meeting would be in March