

## **PPG Meeting minutes – 23 July 2020**

### **Attendees:**

Robert Gurd  
Owen Grainger  
Moir Black  
Jean Rowe  
Roisin Holden  
Jill Morris  
Dr Charlotte Mendes da Costa  
Ann Smith  
Adrienne Ventura  
Robin Carlyle

### **Apologies:**

Emma Hayter  
David Jenkins  
Ellen Epstein

**Sangeeta Kathuria** (Manager and Chair of meeting) (SK)

### **POINTS DISCUSSED**

#### **NEW MEMBERS WELCOME**

SK discussed an issue that was raised at the last meeting about trying to get more members on board of the PPG. Since then SK sent out a mass text to the patients and put some news on the website and has been able to get three more members to join us, two of which are present at the meeting. We welcomed Adrienne and Robin at the meeting. Ellen was not at the meeting but welcome to her too and thank you for joining.

#### **NAPP**

At the last meeting SK discussed the National association for patient participation and how she had not been able to get signed up. Since the meeting in May SK has now been able to sign up to this and we are now part of the NAPP. The certificate is on our website under PPG too.

The log in details of this will be sent in the PPG email when the minutes are disseminated for our members along with the link. There is a lot of supportive material on this website and members will be able to log in and see what we can do to enhance our group further.

#### **AIRMID AND NHS APP**

SK since the last meeting has had the chance to download the NHS App and get signed up on it. It's a very long winded method to get signed up due to the security settings involved (photo upload of passport or driving but once you are done, you can then access your medical records, make appointments at the surgery where you are registered and you can request prescriptions. You can also obtain support information for your health via the NHS.

We also have been sending out information to patients about Airmid which is system one online but more streamlined and better for patient use. You can even send messages to the surgery with Airmid and the reception staff can respond to a message and even send you material as attachments within the clinical system. This is brilliant App to use in comparison to the NHS App and highly recommended. SK thanked RG for his help in working this App and checking its applications.

Here is a link to some FAQs about Airmid <https://www.tpp-uk.com/airmid-faqs>

### **WEBSITE FOR COVID**

After the last meeting SK has now set up a new page for information for patient titled Coronavirus. This has all the up to date information and support materials for patients about what is happening in primary care, hospitals etc and where to go for various areas of support. This is a page that can be updated with newer materials all the time so any feedback or information that the PPG members or patients have can be put up on the site too.

### **SURVEY FOR APPOINTMENTS**

SK discussed how the appointment system for GPs and Nurses has changed so much post Covid where there are more video and telephone consultations. SK feels that we need to look at rearranging appointment slots moving forward to suit the patients as well as the current climate and suggests sending out a quick patient survey asking patients on their thoughts on the appointments. This could mean asking how they feel about the access at present and preference of how they would like appointments to be moving forward e.g. more on the day emergency appointments or choices to book in advance via the online system? More telephone appointments? More face to face or different times for face to face e.g. in the afternoon? Or triage? Do the patients know about E-consult and its uses?

Also how happy they are with the way the nurses appointments have been taking place e.g. lots of telephone consults and video for clinical disease reviews e.g. asthma, diabetes etc. with minimal footfall to the surgery. SK will try and formulate a survey and will send this around to the members to make any changes or recommendations.

### **TRAINING AND EDUCATION**

SK discussed a meeting she had with Anjana, a relationship manager for HCA Healthcare. She works with GP surgery PPG groups and their company offer education and support for patients including talks and discussions around various health related topics via Zoom. SK thought this is a good move forward for patients in general where the surgery can host educational talks for them.

Anjana has suggested some of the below and we discussed with the members that perhaps we can try one first with the PPG members as a pilot before we open this up for patients to use. SK has asked the members to think of any topics if they prefer or we can use one generic topic to start with and see how this goes.

Some ideas from HCA are:

*Management of diabetes – Endocrinology consultant*

TYPED BY SKATHURIA 1 AUG 2020

*The challenges of keeping Fit and Healthy - MSK Consultant*

*Women's health I have attached their poster Obs and Gynea consultant*

*Urology - "Manhood close up and personal: what's new in men's health"*

SK is going to speak to Anjana and set up a talk in the next month where this can be used as an example.

If any members have any preferences though please let SK know.

This is done for free and has been done for a number of years via HCA where the Consultants do the talks.

The only area they don't cover is Mental Health

### **FLU CLINICS**

SK asked the members for ideas for our upcoming flu clinics this year in view of the Covid 19 situation. SK explained that patients may have to go to the chemists in case we run out of supply of the vaccines as we have ordered the usual annual amount of vaccines and the cut off for changes were in February. Thereafter we were not allowed to make any increases to the orders and post Covid there may be some challenges with supply. However the chemists will also have a supply.

Some of the ideas brought forward were asking the Church across the road for space for a walk in clinic. Or the park?

SK will look into these and come back to the members with a decision.

There was a query from MB about if practice staff are offered or given the flu vaccine. SK confirmed that all practice staff is offered the flu vaccine annually however there is no compulsion to have the vaccine. Some staff have it and some don't. This will also be the case should the covid vaccine come in place.

### **ANTIBODY TESTS**

SK explained to the members that all staff at the surgery has been tested for the Coronavirus antibody test. OG asked if there were any positives and SK stated yes, including herself. And for those who are negative, SK explained that we maintain strict social distancing rules in places with use of PPE when required and reception staff are all working with more than 2 meters distance. We also have a new screen up in reception and hand sanitisers in the waiting room too. SK also explained that the maximum number of patients allowed in the waiting room will be 4 whilst maintaining the social distancing rules.

It was asked if patients can get the antibody tests yet and SK explained that this is not available as yet on the NHS but will let patients know once it is.

### **HCA**

SK announced to everyone that an old face is coming back to work at the surgery. Lorraine who was our health care assistant some years back will start working with us again from September twice a month on Wednesdays and Saturday mornings.

### **NEXT MEETINGS DATE:**

**Friday 16 October @16.30 via Zoom or Microsoft teams (SK to check better platform)**