Minutes from PPG 24.03.2021

ZOOM Meeting – Attended by:

Lizzie Brain

Debra Juett

Ann Morton ( Chair)

Jillian & Robert Naylor

Ric Jones

Leila Sims

Barbara Duncan-Moore

Alan Talbot

1st Zoom meeting PPG.

All logged on and all welcomed to meeting.

Quick discussion on format.

General Discussion

Discussed how we are doing as a surgery and the changes in place since start of pandemic and how we have been practising differently. We have always been opened and doors have never been closed. All appointments were telephone triaged which worked quite well. Patients asked questions and if needed to be seen and did not have symptoms of Coronavirus then an appointment would be given, normally same day.

Started using lots more technology and lots of people have embraced this. Video calls which can be done on mobiles, texts, photo messages have all been used. A few problems reported but considered to be a “Blip”. Majority of people been happy and able to consult with GP in this way.

As always the phone have still been a problem, obviously busier as all trying to access surgery by phone. We are going to do a new campaign to stop prescriptions being requested by phone – this was done previously but was allowed during pandemic. Hoping that once telephone prescriptions requests are stopped the phones may be a little quieter.

Doubt whether surgery will run the same as pre-covid as realised that most issues can be dealt with over the phone. Group seems to be happy with the way things are running. Blood tests are back to normal and routine bloods for Chronic Disease monitoring are all being booked.

There will be a huge backlog of chronic disease to review and plans will be put in place to recall these patients during the coming year.

We are also coming down hard on abusive patients and Zero Tolerance Letters are being sent as soon as a problem is identified, the use of behaviour contracts is also being considered.

Patients will also be encouraged to manage their health a lot more. Encouragement and motivation to manage own health is high on our list. Education for Diabetes and Pre-Diabetes is available to all and in an ideal world education should be the first point of care instead of medicine which is often seen as the only way to manage some illness. Respiratory education is also available. The use of the internet to provide help and education is also being promoted. There are lots of resources available online.

Physio is now available within the PCN and clinics are run from Leen View. Patients can book directly from reception to speak to a physio who will then book a face to face appointment if appropriate.

Member of PPG praised the way the surgery was making things safe for patients who need to visit the surgery

Staff News

We have one of our HCAs doing a an apprenticeship to become a registered nurse.

Dr Pabla retires on 28/04/2021, his last working day will be 13/04/2021 as he will take remaining annual leave.

Dr Christopher Havenga will be joining the Partnership from 06.04.2021

We are also looking to recruit a new salaried GP

COVID-19 Discussion

Mass vaccination centres – All over Notts, there is a centre set up within Bulwell Riverside which is being run by Riverside Pharmacy, we have been assisting with the recall of patients and helping any patients having difficulty in booking a vaccination.

Vitamin D for vulnerable patients was available for Government – unsure whether anymore available

Next meeting arranged for 26th May at 1.30pm

End of meeting