

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

9th September 2020

Present:

Celia Flinton – CF (Vice Chair)
Celia Hemstock – CH (Secretary)
Sam Troop – ST (Student Member)
Emily Freeman – EF (Student member)
Clive Parkin – CP
Pauline Logan (PL)
Jacquie Mikhail – JM (Practice Manager)
Lynn Pyatt – LP (Practice Administrator)

Meeting began 13.05 p.m. Meeting closed 14.30 p.m.

1. Apologies: Chrissie Ayre, Emily Freeman.

2. Minutes of previous meeting held on 12.08.2020 – Amendment under item 4, sentence 4, CA supplied the patient with a mask for which they were grateful, the patient did cough while wearing the mask.

3. Matters Arising from 12.08.2020

CH asked if staff can ask a patient why they are not wearing a mask, JM replied that is not allowed under the guidance the practice has been given. CH queried why a patient without a mask had not been offered the use of the sanitised visor available at the surgery or if that not available at least a large tissue could be offered and said she felt that this is an opportunity to educate patients missed. JM said that the media are regularly issuing guidelines on wearing masks etc to the public. Staff have been asked to remind patients about wearing a mask if the opportunity arises. After some discussion JM suggested that the PPG can provide masks if they wish and homemade ones would be acceptable. CP observed that people do sometimes forget to take a mask into situations where required and suggested that the surgery could have a supply of cheap disposable masks in reception if that should happen. JM said the practice would not want to set a precedent so that patients then expect to be issued with a mask on arrival at the surgery, but she is happy to trial having a small supply of masks and this can be reviewed at our next meeting. JM told us that a new call screen, compatible with the new software has been ordered and should be operational during September. CP asked if the new screen will still show running text which is slow, JM said she can speed it up. CF asked if letters to 6th form heads to go out shortly, CH suggested that we wait until the new year due to the Covid disruption schools have been experiencing. This was agreed as we do currently have two student members.

5. Patient Survey

JM reported that up to 04/09/20, 481 surveys had been issued via SMS, so far, 57 responses have been received. LP said that if time permits, she and reception will try calling patients. PL suggested that PPG members could make some survey calls as the personal touch often helps, JM said that would breach confidentiality between the practice and patients. A decision had been taken regarding paper surveys for hygiene reasons in the current Covid situation. JM suggested that PPG members can ask people in conversations if they would be willing to receive telephone calls for the survey. CF suggested we revisit this topic at our next meeting.

6. Patients Feedback/DNA

CP reported that he hasn't received some calls from the practice at the allotted times, when he queried this a receptionist said they don't give times e.g. morning or afternoon, CP felt misled by reception as he understood times were allotted. JM said CP not alone in this and

that improvement is required, sometimes a GP may have another call on their time, but she is monitoring this issue.

CF asked if video consultations still ongoing, JM told us that they are, but that a GP will advise if they feel they need to see the patient face to face.

Other Reports

JM spoke about the expectations of NHS England of an increase in patients shielding and self-isolating and an increased workload as GP services try to catch up with non-covid work.

Practices have been asked to review services in order to manage this; service systems may have to change. JM mentioned the Physiotherapist who is now working a whole day (currently Tuesday,) freeing up GP time, the Physio clinic is always full, and he can give patients direct referrals to other services. The Social Prescriber system is working well, two SPs are now available across the Sherwood Primary Care Network. Patients have been directed to the correct pathways for them, including patients with mental health issues. The SP participates in staff meetings and provides valuable information.

PPG Membership/Recruitment

JM introduced a prospective new member, we explained how the PPG works, she explained her interest in joining and her working background and experience and said she would be happy to join us.

Action Points ST said he has some topics for the practice Facebook page i.e. telephone consultations, reminders about wearing face coverings when attending the surgery and the flu jab procedure. ST asked for information on the one-way system through the surgery building. LP said she will try to help Dr. Gopi with working on the Facebook page. LP suggested that links to mental health services can be added to the Facebook page and if local people are making face masks that could be mentioned. ST will suggest to DR. G that that the site should not allow patient comments to be made or that they can only be seen by admin. CP suggested that a link will be required for comments if the practice has a no comment Facebook platform. CP also suggested that the PPG Constitution could be added to Facebook, this was agreed.

Action Points

- All PPG members can contribute suggestions for Facebook page, ST and ET have agreed to co-ordinate suggested subjects.
- Bank mandate to be completed for new signatories. CA to organise.
- Talk/demo by Community First Responders completed for 2019. Suspended during Covid19 restrictions.
- Cancer Care Talk, Gilly Hagen to be invited again. CH will contact once Covid19 restrictions lifted.
- Dementia Awareness proposed talk(s) Dr. Jordan did her talk on the 13th November 2019. Future ones for 2020 suspended during Covid19 restrictions.
- Mental Health – proposed website article – ongoing.
- Call Screen Software update/Likely to be in place September 2020.
- PPG recruitment, CH has emailed 6th form heads at several local schools, some replies. Further letters to be sent early 2021.
- Invitation to PPEC Rep. CH to contact CCG Engagement team again.

A.O.B CH announced that our Chair, Chrissie Ayre has decided to step down from that role, but will still remain a PPG member. It was decided that CF will be the acting Chair and CP will be the acting Vice Chair until we can hold an AGM. CF suggested that our next PPG newsletter article includes a thank you to CA for all her hard work and commitment since the PPG was first set up. JM told us that flu jab clinics have started for children and that at ages two and three they receive a nasal spray. The over fifties' will be eligible from November.

NEXT VIRTUAL MEETING Wednesday 21.10.2020 at 1.00 p.m.

