



NEWS FROM THE WAITING ROOM

July 2020

Patient Participation Group

Virtual Meeting

Sadly our March meeting was cancelled due to COVID and so this meeting is the first to be held virtually. One day we will return to in person meetings but virtual worked well for the latest meeting.

COVID-19

As patients will be aware, things have been very different lately within General Practice. We are still running GP appointments as telephone consultations initially, with the option for video consultation if needed, or bringing patients in to the surgery if necessary. Our nursing team are starting to see more patients face to face, but they are still conducting telephone/video consultations as a first step. We have a buzzer system at the front door where we can screen patients to ensure that they don't have any symptoms of covid and to check they haven't been abroad and have face covering/use hand gel.

Future Appointment System

A PPG member asked about telephone consultations in the future. COVID-19 has changed the way the practice works and there will be a place for telephone consultations in the future. There will need to be a balance between telephone calls and face to face appointments. The number of appointments offered by the practice remains the same and some appointments are reserved so a patient can be brought down face to face if needed following telephone consultation.

Flu Clinics 2020

The practice hasn't had any solid dates for flu clinics this year. The under 65's will more than likely be in November, but awaiting on dates for the over 65 delivery. The practice will be sending out texts messages for this and ringing patients if they haven't booked. Flu clinic is going to be very different this year as PPE changes will need to happen in between patients

Driveway

The driveway gates will be altered week commencing 17th August! The construction company will have signs out and road barriers for where they will be working, but the driveway will be fully accessible to cars/vans. A sign will be placed at the entrance for cars entering.





NEWS FROM THE WAITING ROOM July 2020

Patient Participation Group

Clinical Pharmacists & Social Prescribers

The practice is part of a PCN and have access to social prescribers and clinical pharmacists. The PCN is looking to recruit 2 more of these for us to have more access to them; the social prescribers are due to start at the end of August and clinical pharmacists are still going through recruitment.

A clinical pharmacist will be able to see patients for medication reviews instead of them needing to see a GP.

A social prescriber will be able to help direct patients to things such as support groups, help with benefits/housing issues etc. They help with social aspects of their lives instead of needing to see a GP.

Staff

Dr Smith and Dr Kasem have completed their rotations with the practice as registrars. Dr Gowda has returned for his final placement with us and will be here for a year; he was last here in April 2019.

The PPG is always looking for new members - all are welcome

