

NOTES FROM ST MARGARETS PPG (by Zoom) – 2 October 2020 at 12.30pm

Present: Lisa Anderson, Barbara Benedek, Nigel Edwards, Heather Flint, Linda Green, John Hunt, Dr Saini, Hilary Shenken, Zoe Smith, Orla Thunder

Apologies: Anne Hawkins

We welcomed Orla Thunder, Clinical Transformation Lead, Brentworth Primary Care Network (PCN). Orla explained her role within the PCN – equally divided between clinical work and project management (with a special focus on care homes and early cancer diagnosis)

Practice Issues

Dr Saini, Lisa and Zoe gave an update:

- The practice is increasing its capacity and seeing more patients face-to-face. Econsult, telephone and video consultations seem to be running smoothly. There have been some staff shortages due to staff having to self-isolate.
- Social distancing has been a challenge, mainly because of the fact that the practice is based in what was once a house.
- Flu clinics have started and a marquee has been erected in the front garden to allow an ordered and speedy vaccination process (two-and-a-half minutes per patient). There are currently no problems with supply of the vaccine.
- Referrals to hospital O/P clinics have improved although there is still a considerable backlog. Dr Saini (along with GPs in other practices) is coming up against problems with ultrasound scanning, due to somewhat “heavy-handed” NWL guidelines.

Questions were raised about the practice website:

- The ‘Covid-19 practice update’ does not appear to be on the website although Zoe said she had updated it fairly recently – BB said how important she thought it was to make sure that patients had clear, simple information about what the practice was able to do **Zoe to investigate**
- The econsult screen also seems to have disappeared – **Zoe to investigate**
- There are no names for the allied healthcare staff (e.g. pharmacist, physiotherapist) on the website. This is mainly because some posts are network-wide.

PPG members’ questions and comments

- John Hunt said he had received an asthma action plan which was a few years out of date and he asked if a check could be made on this and other action plans to see that they were the latest available. **Practice to investigate.**
- John also asked if and when spirometry services would be available. Dr Saini said that this service was not currently available anywhere because of Covid-19.

- Linda Green said she had received unsafe nursing care whilst having a blood test (nurse's hair dangling near the injection site). Dr Saini explained that this same locum nurse had been dismissed because of other bad practices.
- Linda also asked about the use of the bike rack whilst the marquee was in position. Dr Saini explained that they could not allow the use of the bike rack at the present time – the marquee had to be the priority. ***Practice to put a note to this effect on the website.***
- Barbara asked about how carers were being cared for during the pandemic. Could the practice do anything to help. ***Practice to send out a text message offering help to any carers who were facing difficulties or feeling isolated and who might appreciate a call from someone, e.g. the Social Prescribing Link Worker.***

Any other business

- In answer to a question about how patients with coronavirus could be seen if there was a medical need to do so, Orla explained that there was a 'Hot Hub' practice in the CCG which operated a phone triage service which could result in allowing a patient to attend the Hot Hub.
- There has been no feedback from Healthwatch since the last PPG meeting

Next meeting – late November? (date to be confirmed)