

Wednesday, July 15<sup>th</sup>, 2020

# Feedback from zoom.com meeting with PPG and Diane Moore

## 1. VIRTUAL TOUR OF SURGERY

Diane showed the group the changes that have been made since the pandemic started. The reception desk has been lowered to improve access for those with disabilities. Carpet has been replaced with laminate flooring. Chairs have been removed from the waiting room, as it is no longer used for this purpose.

There is a web cam above the front door to Westlands which is now permanently locked. Patients are asked to ring the bell and will then be escorted by a member of staff to see the doctor. Patients with an appointment with the phlebotomist or nurse will be collected from the carpark. There have been some technical problems with texts when waiting to be collected from the car park. Texts are now being sent within 6 days of an appointment.

Those entering Westlands are required to wear a face covering.

### Other information

All doctor's appointments are booked using the POD system. Those patients without internet access can still ring Westlands for an appointment. The receptionist will complete the request form on behalf of the patient. For non-urgent appointments, the patient will be contacted by phone later that day.

For those shielding, appointments are scheduled between 1030 -1130.

New Practice Nurse appointed called Kate Elcombe. No staff vacancies at present.

Jackie is keen to produce a quarterly newsletter from Westlands. Discussion ensued regarding input from the PPG, methods of distribution and its presentation.

### Questions asked and feedback

One person commended the work of the 'prescription team'.

Another praised Dr Bennett for his help and intervention.

One person asked how staff are liking the new way of working i.e. with appointments via phone and video preferentially. Diane responded that the clinicians are very satisfied.

One person asked about changing their designated POD. Diane confirmed that this is possible.

Diane confirmed that Carole is still working at Westlands one day per week, to run the diabetes clinics.