

The Chandler Surgery

Patient Participation Group Virtual Meeting: Friday 9th October 2020

Attendance:

Beth Caldwell- Assistant PM

Dr Nikesh Vallabh- GP

Allan- Patient Representative

Mike- Chairman/ Patient Representative

Valerie- Patient Representative

Apologies:

Martin-Patient Representative

Phil-Patient Representative

Group introductions- no new members present today (via zoom)

Practice News: Dr Vallabh opened the meeting notifying the group of any recent changes within practice. Including new members of staff, GP leaving the practice, location, services within practice and WWL hospitals, Flu clinics. Feedback from PPG today of how the practice is dealing with the current pandemic was extremely positive- especially our organisation set up of covid safe flu clinics.

Ask My GP- Dr Vallabh shared patient feedback on our new patient-practice communication facility. Dr Vallabh screen shared the unidentifiable data as we explored ie: Peak demand, response times. The triage protocol for patients attending practice was explained today. The Feedback from the group was positive.

MF wanting to discuss how patients should take responsibility to protect themselves and the practice for example wearing a face covering properly. Suggested visuals to advise Patients how their face coverings should be worn via our social media page/ website, as lots more people are visiting to access ASK My GP.

Actions from meeting:

- 1. To continue to collect data & feedback surrounding AMGP and share at future PPG's.**
- 2. More flu campaigns to increase uptake in addition to social media & website.**
- 3. To promote how patients can keep themselves safe.**