

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 15th September 2020 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Mandy Coley (MC)

Practice: Diane Alonzo (DA) Deb Bradley (DB)

Apologies for Absence: Carol Lincoln Donna Edwards Riz Ismael

Action

<p>1</p>	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 25th February 2020 were signed as a true record.</p>	
<p>2</p>	<p>Appointment of Chairman</p> <p>This would be carried forward to the next meeting due to only 2 members of the PPG being present and therefore a quorum was not constituted.</p>	<p>ALL</p>
<p>3</p>	<p>Revised Committee Roles</p> <p>Please see below:</p> <p>Chairman – Dave Meeting Dates – Deb Agendas – Dave / Diane Minutes of Meetings – Debs Email site admin – Mick Newsletter – Dave / Diane Gazette article – Dave Noticeboard upkeep – Dave Suggestion box attendance – Riz Surveys – Mandy PCN summaries – Diane / Debs PPG events – All NAPP – Dave Practice CQC inspections – Dave Website updates – Diane</p> <p>This was agreed by all present.</p>	
<p>4</p>	<p>Matters arising from minutes of previous meeting</p> <p>PPG Survey Questions & Practice Response</p> <p>Q1. The reference to the repeat prescriptions had been removed from the message.</p> <p>Q2. Can you consider introducing an ‘option menu’ so that patients can get through to someone who deals specifically with their query? If so what option menu would you suggest? The surgery had been in contact with the phone supplier and this was not an option with the system in place.</p>	

	<p>Q4. Extend online bookings to include clinicians other than doctors. 25% of appointments were offered online however due to COVID pandemic this service was currently suspended. At the present time however, some nurse appointments can be booked online.</p> <p>Practice staff changes</p> <p>Recruitment of cleaners had been suspended since COVID19 and cleaning had been carried out in-house.</p> <p>A new advertisement had gone out with a closing date of 16th September. Interviews would then take place.</p> <p>PPG Awareness</p> <p>Again due to COVID-19 restrictions, PPG members had been unable to attend the surgery to speak with patients. This would be kept on the agenda for the future.</p> <p>Engage Consult</p> <p>DA reported not many queries were received on a daily basis, most were of an admin nature. Admin & Medical queries can be sent however, reception would triage prior to any medical questions being sent to a doctor.</p> <p>PCN Attendees</p> <p>Unfortunately, the PCN were not able to release names of attendees at their meetings due to Governance.</p>	<p>DB</p> <p>DZ</p>
<p>5</p>	<p>COVID-19</p> <p>Since the COVID-19 outbreak, the surgery has been following guidance from SitReports, released daily by the CCG. Services have had to be suspended such as Minor Surgery, Travel Vaccinations, Osteopath etc. and several clinicians / staff have been working remotely from home. Most patients are triaged over the telephone however; those patients that need to see a doctor face to face are asked to come to the Surgery with every precaution being taken to keep staff and patients safe. An area of the practice has become a 'Red Zone' for any patient who feels they may have COVID-19 symptoms or who state they have been in close contact with COVID-19. Appropriate PPE is worn at all times throughout the building.</p> <p>Certain restrictions were lifted which allowed us to reinstate some clinics and allow more patients into the surgery for face-to-face appointments. On arrival at the surgery, reception ensure patients are wearing appropriate PPE and their temperature is taken on arrival.</p> <p>The surgery is now working on a day to day/week to week basis as COVID-19 numbers are increasing once again. Procedures are under constant review.</p>	

<p>6</p>	<p>Groby Surgery</p> <p>DA reported the Groby Surgery is a completely separate entity to Glenfield Surgery. One GP remains at Groby but all the others have now left/retired. NC will be putting new doctors in place at Groby.</p> <p>DZ asked whether Groby had a PPG and how many members. DA will find this out and feedback to DZ.</p>	<p>DA</p>
<p>7</p>	<p>PPG Surveys</p> <p>The last survey carried out earlier this year had been very successful with a large number of responses. It was agreed the next survey should be around COVID-19 and how patients feel the practice have handled it / could have done better. DA/MC/DZ would come up with some questions for the survey as soon as possible and hopefully this could be on the website for patients to complete early October.</p> <p>A further discussion would need to take place at the next PPG meeting when the partners were present regarding future surveys and the use of Survey Monkey although the service came with a cost involved.</p>	<p>DZ/ MC/DA</p> <p>ALL</p>
<p>8</p>	<p>Practice staff changes</p> <p>Angela Armstrong, Receptionist had retired from the practice in August. Two part-time receptionists will be joining us on 5th October, one AM and one PM.</p> <p>Dr Mansha Seewoodharry, GPST3 and Dr Salma Hafeez, GPST3 had returned to the surgery to complete their training.</p> <p>Dr Krishan Patel had joined as a Salaried GP.</p> <p>DZ asked if Chibs was still at the surgery. DA confirmed she was and was seeing acute patients and also she had taken over looking after the care homes and is a first point of contact for them.</p>	
<p>9</p>	<p>PPG Recruitment/Awareness</p> <p>Mick Reeves, Mina Rodgers and Jackie Spencer had all resigned from the PPG since the last meeting.</p> <p>The PPG is still trying to raise awareness amongst the patients however, they are now down to only 4 members, one of which cannot attend many meetings due to her full-time work commitments. DZ reported the PPG needs 3 members at any meeting along with a Manager and a GP partner to properly constitute a quorum. The PPG is now on the verge of collapse unless it can recruit additional members. Should this happen the PPG would have to move to the virtual group.</p> <p>DZ will contact Glenfield Local to see if he can place an advert and it was agreed that once the flu campaign was over, a text message could be sent to all patients using MJOG. Other avenues previously discussed will be resurrected when COVID-19 restrictions allow,</p>	<p>DZ/DA</p>

<p>10</p>	<p>Matters arising from Practice weekly meetings</p> <p>None. Practice weekly meetings have now re-commenced and minutes will be sent out weekly to the PPG.</p>	<p>DB</p>
<p>11</p>	<p>Engage Consult</p> <p>Discussed under Any Other Business</p>	
<p>12</p>	<p>MJOG</p> <p>DZ asked what MJOG was. DA explained it was a Health App that patients can download onto their mobile phones. This allows the surgery to send text messages, surveys, health information leaflets etc. MJOG is currently being used only for the flu campaign but will be pushed out for other uses once the flu vaccination programme is over. It has the capacity to send bulk text messages where our computer system can only send 250 at once and this can sometimes take hours. For those patients who do not have a mobile phone, it can also send a voice mail to landlines.</p>	
<p>13</p>	<p>Primary Care Network</p> <p>No update.</p>	
<p>14</p>	<p>Any other Business</p> <p>Waiting Room Blood Pressure Machine</p> <p>Patients were now able to use this once again. Hand sanitiser and wipes were available.</p>	
<p>15</p>	<p>Date of next meeting</p> <p>Next meeting will be held on Thursday 29th October 2020 at 1pm.</p> <p>The meeting closed at 2:00pm.</p> <p>Minutes approved:</p>	
	<p style="text-align: right;">Chairman</p>	
	<p style="text-align: right;">Date</p>	