**Notes of PPG Virtual Meeting Tuesday 30th June 2020**

1. Everyone welcomed to the meeting.
2. **Present:** Dr Linn, Alison Southgate, Margaret Easter, Raj Samtani, Sue Leslie, Marian Luketa, Phil and June Milne
3. **Apologies:** Terry Moore, Wendy Baron ( due to technical problems)
4. **Minutes of Meeting:** 3rd March 2020 were agreed and signed.
5. **Matters Arising:** None
6. **Treasurers Report** £578.65 (was £2,709.95)

(Spent £3000.00 towards cost of Surgery Flooring, Income - Books £5.70, Grant from UDC £800.00, Donation £13.00, Raj Sponsorship £50.)

Bank Statement not received as yet.

1. **Surgery News/Covid 19/Comments Box:** Nothing in the comments box as only a few patients coming into the surgery and not waiting in the waiting room.

Surgery looks very different. The waiting room has been stripped of all posters, leaflets, toys and magazines and the walls have now been painted. There are only four chairs in it to enable social distancing. The new flooring throughout the downstairs of the building is superb. There are perspex screens been erected at the reception and dispensary desks. The front door is now locked but they are still very much open. Patients ring for assistance and are asked questions at the door about symptoms etc. Face masks are compulsory for all members of staff and all patients are to wear a face mask or face covering where at all possible. To begin with surgery was very quiet but it is changing slightly now and becoming busier.

Patients telephone the surgery and get a telephone consultation with a clinician who then decides if it is necessary to see the patient face to face, if they do, this generally takes place in the afternoons.

Dispensary now operates from consulting room 6 through a specially designed window, with patients queuing in the car park.

Could this be the format for the future?

Questions: Margaret asked about prescriptions in winter? No one is sure what the procedure will be but it is expected this will continue for the foreseeable future.

Raj asked if we needed volunteers to deliver prescriptions. Alison said we have NHS volunteers doing this.

The surgery has a new electronic prescribing system where prescriptions go straight to a pharmacy. There are now new repeat forms which are printed by the pharmacy.

The surgery can now use text messaging whereby doctors can ask patients take photographs of say a rash and send to the doctor during their consultation. Appointment reminders will also be sent by text in the near future. Patients can register their mobile No’s via the website. ( 7000 patients have already been contacted via this to obtain consent)

A programme called “Doctor Link” is now available for online triage. More information is available on this on the surgery website. The website is constantly being kept up to date with relevant information.

Raj asked about waiting times in the phone system. Because of the increase use of the telephone system the wait time has unfortunately increased a little. To try and make this better the number in queue has been increased to reduce the number of people getting the engaged tone.

All CCG and surgery meetings etc are now done remotely for staff and doctors.

Covid 19 has made technology really necessary and it is working well.

1. **Fund Raising. Doppler Machine.**  This will still be the PPG project for the year although fund raising will be more challenging. Raj was congratulated for his slimming challenge which will result in the PPG receiving £350.

**Flu Clinics** will be difficult to organise this year. NHS guidance is awaited. Drive through etc are all being considered. Alison meets regularly with other practise managers to discuss the issues. The focus at the moment is antibody testing. The Flu vaccine has been ordered and is due to be delivered in early September.

At present the cost of PPE is reimbursed by the CCG but we are not sure how long this will continue for. Marian suggested we encourage patients or friends to make masks to sell at reception. June showed some she has already made.

Raj said he is hoping to raise funds from plant troughs he is making from recycled wood.

1. **AOB.**

Marian asked if patients were generally fearful/concerned about attending the surgery? Alison said that surgery had been very quiet but it was getting busier. Most procedures are being carried out but some in different ways which had already been explained. We need to be proactive in letting patients know we are open for normal business.

Nursing procedures have all carried on. Only a few aerosol generating procedures have not been able to be carried out. Alison is not sure when these will restart. Raj confirmed from personal experience that this was working well and Phil endorsed this.

Phil asked if there was any information on a second spike of the virus in this area. Alison said no not at present. Care homes were all clear which is extremely positive.

Dr Linn said we really need all of the public to behave responsibly and remain vigilant.

Raj asked if figures of Covid cases in the area were available. Unfortunately NHS England are not giving out this information and test results are not readily coming back to the surgery so it is hard to do our own audits on this.

Margaret asked for guidance for patients who are due a medication review. Patients should ring the surgery and arrange an appointment as normal. For other reviews hopefully patients will remember and ring surgery but if not staff will contact them and arrange a review either remotely or face to face depending on what type of review.

10 **Date of next virtual meeting. Tuesday 28th July 2020, 2pm.**

**Alison will send out joining invitation.**