

## RUSHBOTTOM LANE SURGERY

### PATIENT PARTICIPATION GROUP MEETING

#### Minutes of Meeting Held on 19th August 2020 (On-line meeting)

**Present:** Dr Chana, Katherine Smith Practice Manager, Vicki Riley Assistant to the Practice Manager Cheryl Kirby (Chair), John Hall, Brian Porter, Jill Reeves, Marie Howard (minute taker).

**Apologies:** Terry Clarke, Debbie Dennis, June Sales, Rachel Kilsby

	Subject	Action by
1	<p><b>Welcome, introductions and apologies.</b></p> <p>The meeting was held virtually via Microsoft Teams as we could not meet in person due to Covid restrictions.</p>	
2	<p><b>Flu Clinics</b></p> <p>Past practice of holding clinics on a turn up basis won't be practical due to Covid safety restrictions. Discussions are ongoing both within the Surgery and with CCG as to how flu clinics can be managed across the PCN. It is likely that patients will be given appointment times in small groups.</p> <p>PPG offered to assist Surgery at flu clinics if need be.</p> <p>Patients can decide to have their flu injection at a pharmacy instead of the surgery.</p>	KS
3	<p><b>Problem with telephone service</b></p> <p>There have been problems with the phone system sometime cutting callers off when they reach the top of the queue. The Surgery has raised this with the phone company who installed a partial solution pre lockdown but their engineers would not enter the Surgery to complete the work during the height of the pandemic. The supplier has agreed a date to come onsite to determine why the cutoff is occurring and if a solution isn't reached the Surgery will look for an alternative supplier.</p>	KS
4	<p><b>Change to appointment system to manage Covid risks</b></p> <p>The Surgery has changed appointment process to comply with Government &amp; NHS guidelines to reduce risk to both patients and staff.</p> <p>Patients contact the Surgery either by telephone or by using the Dr Link app. Both processes ask the patient health questions to triage the patient to the appropriate Health Care Professional, GP, Nurse or Pharmacist. If the triage determined that the patient requires an appointment this will initially be a telephone call back from a Health Care Professional (GP or Nurse) who will either diagnose over the telephone or will give the patient a face to face appointment later that</p>	

day if an examination is necessary or if it is difficult talking to the patient over the phone e.g where patient has dementia or is hard of hearing. Each GP is currently seeing minimum of 5 face to face patients each day.

NHS guidelines have allowed more face to face appointments since 1<sup>st</sup> August such as smear tests (previously only urgent smear tests were allowed) and diabetes checks but it will take a while to clear the backlog.

Surgery doors are locked to protect the health of both staff and patients and patients can only enter the surgery building if they have an appointment.

For many patients and GPs the use of telephone appointments has been beneficial and will be incorporated into the appointment system long term.

CK raised concern that when patients are offered a telephone appointment currently no time frame is given other than it being morning or afternoon. This can be very challenging for patients to manage and creates anxiety for a number of reasons and was identified in a recent Heathwatch report “The doctor will zoom you now” as one of the strongest negative themes around telephone and video consultations. In particular

- Patient may be at work where they cannot take the call
- Patient must keep the line free
- Patient must stay close to the phone (especially difficult for landlines)

Dr Link has been implemented at the surgery and is a free app and online guide which patients can input their symptoms and get online medical advice. If a medical consultation is recommended the patient has the option to book an appointment. Currently this is done by the system sending an email to the Surgery to contact the patient to make the appointment. A future change will be made so that Dr Link will allow the patient access to online booking.

As part of the change to deal with Covid restrictions the surgery has only been giving on the day appointments but prebookable appointments will be available after 1<sup>st</sup> September”

5	<p>Other matters</p> <p>Members of the PPG raised concern that there had recently been negative comments on facebook regarding the surgery as well as positive comments.</p> <p>Both KS and Dr C expressed frustration at public misconception that because Surgery doors are locked Surgery staff are sitting around not doing anything and explained that in reality they have had to combine treating the same number of patients with the need to constantly appraise themselves of new Government/NHS guidance and change practices accordingly.</p>	
6	<p>Date of next meeting</p> <p>Both KS and Ck said the meeting had been useful and KS suggested that we meet in a months' time. VR to arrange.</p>	VR

Abbreviations:

AMG: A member of the Patient Participation Group (in some places in the minutes this has been replaced with the members initials at their request)

PPG: Patients Participation Group

ANP Advanced Nurse Practitioner

PCN: Primary Care Networks

CAVS: Castlepoint Association of Voluntary Services