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|  | **PPG Minutes** **Monday 28th September 2020****1pm** |
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| Meeting called by: Practice Manager Ann-Marie Rose Zoom Meeting |  |  |  |
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| Attendee’sDr MalikAnn-Marie Rose – Practice ManagerRazia Bibi – Patient Engagement lead Wendy Taylor – ChairSafina Kauser |
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| **----- MINUTES-----****Apologise – Safina kauser, Keith Hunter, Pauline Dooley****Welcome everyone****Covid19**Lockdown - The Practice continues to operate as normal as possible with GP telephone appointments**Discuss how our services have changed recently:****Covid19****Bame-** All risk assessments have been updatedPatient Testing – Contact NHS 119Staff testing – Manager can book a COVID test or staff can ring NHS 119Register all patients for Online Access and Electronic prescription service- All staff aware at every opportunity to update these details for patients.The Practice are still offering 25% of appointments online although these are now telephone appointments(If a GP/Clinician wants to see patient then it is their decision to invite them in)The Practice offers NHS 111 Appointments on a daily basisPatients can book appointments as follows:OnlineOn the dayPre bookEmergencyExtended Access/ HoursE Consults Push Dr – Commissioned by CCG till end of September – The Practice to continue with contract privately as the service works for our patients)**E CONSULT started 03.02.2020**This has been used through the pandemic and patients are encouraged to use it for GP requests and Administrative actions.Patients are asked to use this for requesting repeat sick notes and any admin requests. Patients have also started to use for consultations, the uptake is slow but progressing.The timeframe for GP 48 hours and for admin requests 72 hours**PPG Member suggested Video Consultations** before COVID started in March 2020 and this has been implemented due to COVID 19This service works well but the feedback from GP and other clinicians is that they prefer to do face to face appointments. GP’s can invite patients down to the practice if they feel the need to see and examine them. “Appointment slots have been put at the end of each surgery for them to add these patients in to.**Extended hours**The extended hours appointments are used on a daily basis and patients are happy to use this service. They can speak to GP’s have bloods and smears, mental health and young person appointments, physio and welfare appointments are also available.Physio appointments are used regularly by the reception doing care navigation and directing patients straight to an appointment with Physio. PCN 5 had a zoom meeting with the physio team to iron out some sticking points but overall the service is working well.**PUSH DR**The CCG commissioned Push Dr in March so that practices had extra appointments outside surgery hours to offer patients.This service worked well for the Practice and offered patients flexibility in booking an appointment of their choice and time8.00am-8.00pm Monday to Friday and weekends as wellThe Service was decommissioned at the end of September 2020 but the Practice has decided to carry on with the service and pays for the Push Dr appointments privately.**NHS 111 - Appointment slots**The Practice has now got NHS 111 appointment slots blocked on a daily basis and NHS 111 book directly into these slots Originally at the start of COVID the Practice had to offer 1 appointment per day for 500 patients so the Practice blocked 6 NHS 111 slots. These were used on the day if not used by NHS111 90 minutes before.**Access and demand** – The Practices continue to work on access and demand and how to improve services looking at working hours and appointments and how the practice delivers services. Different ways of working flexibility in services. This year with COVID 19 processes have been changed and adapted. All staff have accepted this in their stride and the Practice continues to offer an excellent service.Discuss how our services have changed recently:Covid19Vaccinations – Working with PCN5 Barkerend health Centre is the HUB for vaccinations and all our Over 80’s have already been invited and vaccinated with their first dose.Update today 05.01.2021 on the new Oxford Vaccine and stockingPatient TestingStaff testing Register all patients for Online AccessThe Practice still offers 25% of appointments online although these are now telephone appointments(If a GP/Clinician wants to see patient then it is their decision to invite them in)The Practice offers NHS 111 AppointmentsPatients can book appointments as follows:OnlineOn the dayPre bookEmergencyExtended Access/ HoursE Consults – comingPush Dr**CQC**The Practice is still working to CQC requirements and processes and procedures are being reviewed constantlyRisk Assessment and actions have been put in placeThe Practice continuity plan has been updated BAME assessments have been completed for staffProcedures for working from home are all in place for all staff. |
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