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|  | **PPG Minutes**  **Tuesday 22.03.2021**  **15.00pm** | | |
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| Meeting called by: Practice Manager Ann-Marie Rose  Zoom Meeting |  |  |  |
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| Attendee’s  Ann-Marie Rose – Practice Manager  Razia Bibi – Patient Engagement lead  Wendy Taylor – Chair  Safina Kauser | | | |
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| **----- MINUTES-----**  **Welcome everyone**  **Covid19**  **It has been a very hard year in general Practice with many changes taking place. The Practice is proud to say that we have been open throughout COVID19 and seeing patients. It’s been a difficult year for staff and patients but we continue to offer the best service we can. Wendy Taylor chair said ‘The Practice has adapted well and continues to give an excellent service’**  **The Practice has implemented new ways of working and most GP appointments are by telephone/video however if a GP feels a patient needs to be seen face to face then they will invite them down in that clinic.**  **The Nurse and HCA appointments are being run as normal with some being done over the telephone**  **CHAIR PPG**  Practice manager has kept in touch with members of the PPG this year and everyone is happy with the practice and the services still being offered  **Wendy Talyor the PPG lead said please give a big Thank you and well done to staff as they must have all worked so hard over the last twelve months keeping services running, dealing with change and sickness.**  **Covid19 VACCINATIONS**  **Vaccinations – Working with PCN5 Barkerend Health Centre is the HUB for vaccinations and all our 1-9 cohorts of patients have now been invited for the COVID vaccination.**  **Searches are updated regularly and patients are added**  **Staff testing – The Practice has collateral testing kits on the premises**  **MEMBERS – Discussed how the vaccination programme had bad press and asked if we have we experienced difficulty with giving two different vaccines, have patients been fussy as to what they are given?**  **PM – Patient in general have been very good with the uptake of the vaccine and have been keen to have their vaccination as soon as possible. A few patients have specifically ask for a certain vaccine which we have tried to accommodate depending on what vaccines have been delivered. Overall we have had a good response and patients are being booked in and clinics are full.**  **Services - Updated**  Register all patients for Online Access and Electronic prescription service, we are finding patients have been more keen to sign up to Online services throughout the covid19 pandemic as it gives them flexibility and choice of how to book appointments and order prescriptions and get results.  MEMBERS – All agreed the Online services and booking service has been welcomed as its so easy to get an appointment with a clinician of choice using this service. Prescriptions can also be ordered which stops pateitns coming down to the surgery.  The Practice has continued to offer 25% of appointments online throughout the pandemic 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 basis  Patients can book appointments as follows:  Online  On the day  Pre book  Emergency  Extended Access/ Hours  E Consults – coming  Push Dr  **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 19  This 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 time  8.00am-8.00pm Monday to Friday and weekends as well  The 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.  NHS GP SURVEY  The practice has encouraged patients over the last 3 months to fill in NHS GP Surveys if they receive them through the post, we ask that patients complete and return. but staff have encouraged over the telephone and SMS message has been sent out asking all patients to complete.  **Members – Said this would have been a bit more difficult this year as not many patients would fill in the forms on their own at home. Some people just put them in the bin. This year even harder with covid19 as patients haven’t been coming to the practice as often as they would normally so that will have an impact on results.**  **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.  **PPG Engagement Officer Razia Bibi continues to work with the Practice Manager on Patient Participation.**  **Razia has attended Zoom meetings this year on patient participation**  **Razia is also the Practice Cancer Champion for the practice which is a new role for this year, Razia oversee’s breast screening. Bowel screening and cervical screening.**  **PCN 5 - Covid19**  Vaccinations – Working with PCN5 Barkerend health Centre is the HUB for vaccinations and all our  **The Practice continues to work with PCN5 and have done an amazing job with delivering the COVID VACCINES to patients. Everyone has worked hard and the service has been a great success. From April individual Practices will be starting of offer COVID VACCINES at their clinics.**  PCN and other networks have been set up to improve local services and give more options to the practices to create services on what the patients need in this area.  **CLICS** ( including RICS)  CLCIS has now been implemented and the Practice is working towards its goals. The Practice is working with Hale through CLICS to refer patients to a community connector and Advanced nurse Practitioner. The Practice has referred 18 patients into the service and will continue to do so over the coming months.  CLICS zoom meeting Thursday 7th January where more updates will be received.  CLICS zoom meeting Thursday 26th March – PM Ann-Marie attended and got update. The service is being delivered well. It had a few teething problems to start with as the template was very complicated and time consuming to complete, however this has been improved so is more workable going forward. Moor Park work with Bradford Moor and Dr Hamdani's Practice on the CLICS project, this is working well.  **CQC**  The Practice is still working to CQC requirements and processes and procedures are being reviewed constantly  Risk Assessment and actions have been put in place  The Practice continuity plan has been updated  BAME assessments have been completed for staff  Procedures for working from home are all in place for all staff  Training is being updated and booked in  Staff have continued to do online training | | | |
| **Other Business**  Members happy with the practice and the services still being offered  Wendy Taylor the PPG lead said please give a big Thank you and well done to staff as they must have all worked so hard over the last twelve months keeping services running, dealing with change and sickness. | | | |
| The Practice Manager thanked everyone for attending and lets look forward to a brighter year in 2021 | |  |  |
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