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|  | **PPG Minutes** **Tuesday 05.01.2021****10.00am** |
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| Meeting called by: Practice Manager Ann-Marie Rose Zoom Meeting |  |  |  |
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| Attendee’sAnn-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 Announced from 05.12.2021The Practice will continue to operate as normal as possible with GP telephone appointmentsPCN Meeting today 12.00pm – More information on COVID vaccinations**Discuss how our services have changed recently:****Covid19**Vaccinations – 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.Searches have been completed for all other at Risk patients and age groups these will be invited when for information is received.Update today from PCN zoom meeting 05.01.2021 on the new Oxford Vaccine and stockingPatient TestingStaff testing Register all patients for Online Access and Electronic prescription service- All staff aware at every opportunity to update these details for patients.The 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 Appointments on a daily basisPatients can book appointments as follows:OnlineOn the dayPre bookEmergencyExtended Access/ HoursE Consults – comingPush 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 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**PPG Engagement Officer Razia Bibi continues to work with the Practice Manager on Patient Participation.** **PCN** At the beginning of 2020 Moor Park Medical The Practice joined up with 10 other Practices in the area to form Primary Care Network 5The 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.PCN5 have been working on Covid19 and opened a Vaccination Hub at Barkerend Health Centre just before Christmas with the first patients being vaccinated on the weekend of 19th and 20th December and also some staff were vaccinated on Monday 21st December 2020All staff at the Practice have been offered the vaccine and have emailed the Practice manager to state whether they want to have it or not.PCN’s are also working on the New Daffodil Standards our practice continues to work on thisPCN5 have now employed 3 Pharmacist who are helping with some prescribing protocols and changes for controlled drugs. These have been discussed in practice and at the PCN5 meetings, these staff are also helping with the implementation of the COVID 19 Vaccinations.PCN5 has employed a social prescriber and appointments are available with her to see at barkerend health Centre on a Thursday. Any member of staff can refer a patient to this service> the service has been received well by patients and the social prescriber is doing a good job with our patients.**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 10 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.**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 |
| **Other Business****Coronavirus** was discussed as main news and patients waiting for updates on Shielding and vaccinationThe Practice is waiting further government instructionsAll patients will be informed by Text Message of any changes to the Practice Services, Shielding and Vaccinations. Any patients who don’t have a mobile will be contacted by letter or telephone with the information.The PPG members were pleased to hear that our Practice is operating as normal as possible and have done since March 2020 |
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