

# RUSSELL HOUSE PPG - BULLET POINT NOTES

Virtual meeting held on 1<sup>st</sup> July 2020.

## 1. - Welcome, Introductions and apologies

- PR Welcomed everyone to the meeting and thanked MD for facilitating the meeting.
- Present: Mike Davies, Jayne Ralph, Kate Jones, Sara Aslett, Paul Dean, Sandra Wilkes and Pat Roberts.
- Apologies: Dr Williams, Robert Lewis, Andrea Partington, Emily Lovell, Ruth Morris and Pat Watton.
- PR informed the group of the sad news from Ruth and Pat Watton of the death of their husbands and informed the group that condolences have been sent on the group's behalf.

## 2. Minutes and matters arising

- It was agreed that the previous minutes were correct and the matters arising of: **Terms of Reference** have been amended as suggested by MD and agreed by PD and therefore will be next submitted for revision at the AGM in January 2021. **New Surgery** -PR informed the group that Imre will have no new information about the Community Hub build until August and we will invite him to our next meeting.

## 3. News from the Practice - Jayne Ralph,

- Attached

## 4. Communication from the Practice - Mike Davies

- MD raised the issue of information from the practice during lockdown and that patients will be unaware of how it might be to contact/ visit the surgery and what is involved. Many patients have not visited the practice during this period, and many are experiencing fear of coronavirus and going into the unknown when they are not even visiting the supermarket. Indeed, Jaynes feedback from the practice enlightened the group about what is happening when you visit the surgery and we do understand that procedures from the CCG and NHSE have been changing daily. JR agreed to follow up whether texts could be used to keep patients up to date with changes

## 5. Newsletter and distribution - Mike Davies

- Out of the previous discussion came the need for a backed A4 newsletter, of which the **main aim is to; reassure the patients of the Practice** on the safety standards in place in primary and secondary settings, together with the need to ensure that all patients have their medical needs fulfilled while the coronavirus is still circulating.
- The newsletter can only be distributed on paper via post with Patient Letters so the Newsletter and its constituent parts will be made available for distribution via text/email/Facebook etc.

- It was agreed that the following topics would be written, members volunteered to put these topics together **by 23<sup>rd</sup> July or earlier** and get them to Mike Davies by then for him to formulate the layout.
- Jayne - is doing a piece based on reassurance for patients on how the surgery has been made safe for patients and what procedures they may have to undertake when they attend the surgery; Triage, masks, wait in car, temperature check etc. The flu Jab programme may also be included if Jayne has the information by then.
- Lynn Fern has agreed post meeting to write a piece advertising the new surgery Facebook Page.
- Pat R is writing:
  - An anecdote on a patient who visited NX for treatment and how safe they felt
  - How the Black Country cancer hubs are working
  - Patient attending appointments at the Hospital
- Kate is writing about:
  - Smear test programme restart and the importance of the test
- Sara is writing about:
  - the importance of children's immunisation being kept up to date
- Paul has been asked if he can undertake to write a short piece on the Pharmacy delivery service and that patients are now being asked to nominate a pharmacy.
- Sandra has already forwarded a piece on her latest visit to New Cross Hospital
- Any other topic suggestions and writing offers grateful received.
- **AOB** - On behalf of Robert Lewis, Secretary, MD asked if the CCG communications could be handled differently. PR believes they are sometimes irrelevant for South Staffs patients and will discuss with Robert and the CCG how to proceed in the future as this is becoming burdensome.

**Next Meeting** – Wednesday 9<sup>th</sup> September 2.30pm (either Face to Face or another virtual meeting using Zoom).

**Please Note that**, if the meeting is once again held via Zoom, there is an enforced 40-minute time limit. After the expiry of the first 40 minutes, the call will be cut off by zoom, so, after that happens, please wait 2 minutes and then repeat the login process and the meeting will restart.

Pat Roberts – 1<sup>st</sup> July 2020

