

RUSSELL HOUSE PPG - BULLET POINT NOTES

Virtual meeting held on 9th September 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, Sandra Wilks, Emily Lovall and Pat Roberts.
- Apologies: Dr Williams, Robert Lewis, Andrea Partington, Ruth Morris and Paul Dean
- PR introduced Emily Lovell, a new member to the group.

2. Notes and matters arising

- It was agreed that the previous notes were correct and the matters arising:
- **New Surgery** -PR informed the group that Imre has advised that the contract has been awarded to Seddon Construction Ltd for the Community Hub build which is due to start in mid-September. The meeting had confirmation from JR and KJ that building had commenced today.
PR will invite Imre to the next PPG meeting for an update
- PR thanked MD, JR and the team for working so well to produce such a wonderful and informative newsletter.
- PR is to raise the issue of CCG communications to patient groups at the SS District meeting next Tuesday.

3. News from the Practice - Jayne Ralph,

- **Notes are attached at the end of these notes**
Questions were asked re:
 - >Winter waiting outside - JR explained that currently appointments are arranged so that there is no waiting and patients arrive at the time of their appointment.
 - >DNA's are much reduced, but these are mainly around failure to attend blood tests etc.
 - >Flu vaccination starts this week with 400 booked for this Saturday. There is no news re the vaccine for under 60's which were advised by the Government.
 - >Although the Surgery is continuing to follow NHS and CCG guidance there is an increase in patient expectations around the service provided. There is no sign that guidance will change soon.

4. Future of clinical activity - Pat Roberts

- PR raised the question of what procedures are not being carried out by the surgery under the NHS and CCG guidelines.
- JR informed us that Spirometry, Peak flow, minor operations and ear wax removal were not being carried out due to the process used and the production of 'body aerosol spray' and the subsequent 1hr room cleaning processes required.
- Social prescribing via Starfish is still ongoing

- Extended hours are still available and are by telephone appointments
- Each Medical practitioner are seeing approx. 5 face to face appointments a day

5. Newsletter and topic update- Mike Davies

- Discussion resulted in agreement for the main thrust of the newsletter and any urgent communications should be around the covid19 situation.
- The newsletter has successfully been electronically distributed by the surgery text link service and facebook. JR suggested that the newsletter is still very popular with patients and that should be continued in this format.
- MD will arrange a meeting of the communication group in preparation for the next newsletter. Any ideas around the main topic to MD.

6. AOB

- There was no AOB

Next Meeting – Wednesday 11th November @ 2.30pm (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 – 9th September 2020

Attachment

News from the Practice – for meeting 9th September 2020 – Jayne Ralph

New Staff

Alison Tolley is our new nurse and she has now started at the practice. She has experience of Practice Nursing having worked in a practice in the Dudley area previously. No staff have left since last meeting.

DNAs

June – 28

July - 27

August – 29

List Size

Current list size is 6587

Book Sale

We have been unable to accept donations of books and have not been able to sell any books since the Covid-19 situation started due to cross contamination concerns.

Covid-19

The practice has been following National guidance from NHS England and also from our own CCG regarding the continued use of remote consultations. Our clinical staff are all utilising telephone consultations and have also used photographs and video consultations when required.

All patients are still being asked to wear face coverings when they do have to enter the practice but we are still trying to avoid high numbers of patient attendances as much as possible.

Facebook Page

Our facebook page has proved to be a big success with numbers of views and followers rising steadily. Lynn has been adding various news items from the newsletter with a positive response.

Emails to patients

Following the last meeting we worked to achieve a list of email addresses for our patients. We found that the system available to us (Gov.Notify) did not allow attachments but we were able to add links to both our website and the facebook page to let patient's know that the new version was available to read. 1,871 emails were successfully sent.

Telephone system

Due to the increased use of the telephone system it has become necessary to update the current system. We are waiting for an installation date but the new system will allow recording of telephone conversations and has separate lines for dialling out from the practice without using up patient lines.