



**Patient Participation Group Meeting
Tuesday 3rd November 2020. 1.00 pm
Virtual: Via Microsoft Teams**

Protocol: as before, raise hand to speak, thumbs up to agree, thumbs down to disagree.

Present: IE (Chair) CE, JA, GA, HB, JO, VM, LA, PP, SS

Apologies: Dr LD, Dr ZH, WA, LB.

Note: the group expressed disappointment at the lack of any representation from the surgery.

1. Minutes from 13.10.20 read.

2. Minutes proposed by JA and seconded by VM.

3. Matters Arising:

Thanks to LD for copy of the current 5 stages/level for seeing patients.

4. Update from Surgery: (VM's notes to surgery and ZH's response)

Discussion regarding the difficulties of progressing the issues in the absence of either GP or admin reps.

Action: VM to request response from LF (Items 1,6,7)
VM to request response from AB (Item 4)
Items 6 and 7: to be carried forward to next meeting.

5. Update on Flu Vaccination Programme:

A Facebook post regarding the protocols for vaccinating the over 50s group has been noted. (A request not to book in until the vaccine has been released).

JO queried the pneumonia vaccine: this is a one-off for the over 70s.

6. Missing Documents from Patient Files:

Discussion regarding the particular need for this to be resolved because of the difficulties arising through Covid: access to information for patients is more important than it might have previously been. VM and JA have had the same responses as before: Patient Access say it is the surgery who need to resolve this.

Action : to discuss further at next meeting.
VM to email LD/ZH to request clarification prior to then.

7. Interim Report for 2020 (Previously circulated)

It was agreed that this is the most that can be achieved for 2020.

8. Secondary Telephone Number:

Without a GP rep, this cannot be progressed.

Action: to list for next meeting.

VM to add request to email to LD/ZH.

9. Ear Wax Removal:

As before, with no GP rep, no progress can be made.

IE was asked by another patient if this was still a service provided.

Action: List for next meeting.

10. Any Other Business:

1) JO: The NHS Dentist has moved premises from George St to Kershaw St, with more staff. The availability of the service in lockdown (commencing 3.11.20 for 4 weeks) was unknown.

2) VM: had a request via the PPG Network about the 'Ask Your GP' service. The surgery were aware of it, but do not use it. VM has requested further information but to date, has not received a response.

3) Discussion regarding the best support that the PPG can offer in the pandemic; there were concerns expressed that currently, the PPG may not be up to date with service developments and thus not providing a level of support that might otherwise be available for both GPs and admin staff.

Examples:

The new phone system: PPG not aware whether it is working well for patients and staff. The group could act to gather information and consider any pinch points.

Prescription service: both positive and negative experiences within the group during Covid; what is the overall picture and could the PPG assist?

Discussion: how might PPG be better informed about service developments.

Note: Item for next agenda: Are letters from hospital consultants emailed to the surgery? There appear to be frequent instances of patients needing to wait for lengthy periods before consultant recommendations (changes of medications, treatments) are set up, due in most part to delays in letters reaching the surgery. If letters are not emailed, why not?

Next Informal Meeting: Tuesday 8th December 2020 2.00 p.m.

Next Formal Meeting: Tuesday 9th February 2021. 1.00p.m.