

IMPROVING HEALTH MEDICAL CENTRE MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD ON
22-09-2020

Present: [REDACTED]

Improving Health Reps: [REDACTED]

Item	Outcome	Action
Welcome	Welcome to members and Introductions	
Apologies for Absence	[REDACTED]	
Minutes of Last Meeting		
Matters Arising		
Agenda Items:	GP Trainee Covid Planning & status NHS planning for total triage Flu Clinic Patient surveys OOH AOB	
GP Trainee	Dr [REDACTED] introduced to the PPG members. Her role within the practice explained to members.	
Covid status of F2F	Current appointment structure explained to members. The practice continues to invite those who have a need to be seen F2F. The practice changed its appointment system in March due to the outbreak of Covid-19 this reduced risks of cross infection of both staff and patients alike. On the whole this has resulted in very positive feedback. PPG members asked their thoughts:	

	<p>Worried that not all patient are aware that they can still be seen F2F. Further messages will be sent out to patients to clarify the situation.</p> <p>Discussed Video consultations, again PPG where concered that those not able to use technology would benefit. Reassurance that we would not take steps to progress into total triage, that we would always accomodate patients that are not able to manage technological pathways.</p> <p>We are currently running triage calls every morning on most morning we can deal with 15-20 patients compared to physical F2F appts of approximately 10. Most patients are happy that they are dealt with on the day of the call and dont have to ring several times to get an appointment. Video consults and F2F appointments are in general offered in the afternoons, obvious exceptions made when patients need to be seen more urgently or unable to come to surgery in the afternoon.</p>	
Flu Clinics	<p>Flu clinics will commence week begining 5th October. The surgery will offer a mix of walk in clinics at Bilston Baptist Church and booked appointments at Bilston Health Centre.</p> <p>The practise has procured additional vaccines this year uptake is generally very good, we hope to continue this trend and vaccinate as many patients as possible. We anticipate more patient will be vaccinated due to the experiences of cOvid-19.</p>	
Covid-19- Red Zone	<p>Patients with potential symptoms of covid,sore throats etc are directed to The Red Zone at Ettingshall Park. When ringing the surgey and explaining symptoms patients will be booked for triage with a clinician and may then be offered an appointment at Ettingshall park dependant on symptoms. This again is to prevent exposure of infection to Staff and patients.</p>	
Patient survey results	<p>Overview of recntly produced patient survey statistics. In all a significant improvement in most areas of the survey. The results are very encouraging and the practice will continue to strive for better patient experiences.</p>	
	PPG discussed advertising in the Bilston magazine, informing patients of services,in particular OOH services offered at	DR

AOB	<p>Pennfield Medical Centre- DR to look into this</p> <p>Members expressed their gratitude to GPs and staff and are very happy with services provided.</p>	
Date & Time of Next Meeting	TBC. DR to contact patients regarding date and time of next meeting	DR