**Dove River Practice**

**SUMMARY MINUTES PATIENT PARTICIPATION MEETING DECEMBER 2020**

**1.Update**

Emma advised that Alex (Assistant Practice Manager) has now left. The practice are trying to recruit a new postholder but until they are recruited Emma will continue as PPG lead for the Practice.

**2. Agenda Items brought forward from the last meeting**

Primary Care Network

The PCN meetings are reported to be working well and currently meet via Zoom regulary.

GP CQC Survey Update

This issue was brought forward at the last meeting. It was agreed that Emma would compare the Sudbury Practice with the Tutbury Practice results.

Action: Emma to feedback at the meeting.

**3. Update on Covid 19**

Emma advised that the practice is now open as normal. At the beginning of the pandemic in March/April the practice was quiet. Emma informed that patient care has never waned throughout the pandemic. GPs are still offering 10 minute appointments over the telephone. However face to face appointments will be offered if the GP thinks a patient needs to be seen. This can often be with the same GP, but this is not always possible.

The Nurses are also working normally. Both Doctors & Nurses are wearing PPE (masks, gloves, aprons + visa). There has been a backlog of annual reviews which occurred from the start of the pandemic, but these were being worked through. Annual reviews are being done over the telephone but patients will be seen face to face if it is deemed necessary by the practitioner.

Patients are asked to wear masks & sanitise hands on entry. The front door is now open but patients are requested to ring the doorbell & speak to the receptionist before entering.

Currently the waiting room can accommodate 3 people at any given time.

The Tutbury Practice waiting area is larger & this may accommodate more patients.

Patients with Covid infections are being seen, many were previously seen by another team following a 119 call. These patients have to have longer GP appointments; 10 minutes for the appointment plus a further 10 minutes to clean down the room.

The District Nursing Team are still undertaking home visits & taking bloods at home where necessary.

Action: Emma to see if there is a message on the website to reassure patients on the measures that the practice is taking to reduce the spread of Covid 19 prior to additional flu clinics.

Action: Emma to raise mental health support for patients with the practice and feedback to the next meeting.

**4. Covid 19 Vaccinations**

Emma advised that this issue is rapidly evolving. However, at the time of the meeting, the Pfizer vaccine had just been approved. The vaccine will initially be targeted for people aged 80+, Care Homes, NHS staff & patients having operations.

Emma advised that the Oxford/Astra Zeneca vaccine is easier to transport & store as it can be stored at the usual fridge temperature. Emma informed that Burton Albion Pirelli Stadium will be a vaccination Hub.

Patients will be invited by their GP by text or letter to attend for the vaccination in due course.

Action: Emma agreed to see if vaccine information for patients could be put on the website to keep patients up to date. To discuss again at the next meeting.

**5. Flu Vaccinations**

Emma advised that flu clinics started in September/October & the additional cohort of patients aged 50 plus will commence being vaccinated from 1st December 2020. Patients have been invited via text or letter from last week. Additional flu clinics will commence December 12th & 13th 2020.

**6. Nominate Chair**

No-one stepped forward at the meeting to take on this role.

Action: To defer to the next meeting

**7. Recruiting New Members**

It was agreed that the group needed new members who were willing to take an active part in the PPG.

**8. Any Other Business**

Noreen discussed that the online patient access system (whereby patients can order prescriptions etc) has not been working well since the change in the service. Emma agreed that this is difficult at the moment as the system hasn't been fully rolled out. Action: This issue be updated at the next meeting.

**Dates of Next Meeting**

Proposed dates for the next meeting to be held via Zoom on 27th January 2021 at 2pm.