**Dove River Practice**

**Summary of the Patient Participation Group Meeting via Social Media February 3rd 2020**

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

1. Annual Update on Complaints

The practice is currently operating on alert level 5 which means responding to complaints is on hold. The pressures on the practice are currently high and they have had to cut back on certain areas as the alert level 5 requires urgent work only.

However, there have been 3 previous complaints in total in 2020:

Emma advised that any issues are still being dealt with at the lowest level.

b) Additional Out of Hours

Emma advised that the additional out of hours to provide appointments are still going ahead. These are additional hours at weekends (Sat am) & evenings (from 6pm) that are shared between other practices.

c) Patient Privacy

Action: Emma to revisit this issue when the surgery can operate normally. On hold.

d) GP Surveys 2019 and 2020

Yvonne advised that when the 2019 main areas for improvement were compared with the 2020 survey, the Dove River Practice have improved in all 3 areas of confidence & trust, mental health & needs and good at listening.

Members felt that overall Dove River Practice had done well.

It was therefore agreed that the practice needs to conduct its own survey.

Action: Emma to explore if a patient survey can take place using the practice website for 2021.

e) Carers Group

Emma advised that all care groups & arrangements to meet are on hold currently.

David gave the telephone number for careline which gives a free befriending service to anyone who needs it via 01335 210353.

Action: Emma to enquire whether this number can be put on the website.

Action: Work relating to enquiries about the Tutbury Practice Care Group. On hold.

**1. Covid 19 Update**

GPs are looking at each person individually to decide whether patients do need an annual review & will then undertake any relevant blood tests as required. Patients may still have medication reviews, 6-12 monthly.

**2. Vaccination Update**

Emma advised that Covid 19 vaccinations for most care workers, care home residents & the housebound patients have been completed. The practice has hit the target for 80 years + and are working on 70 years +. The target for all those with extreme clinically vulnerable will be reached this week.

The practice has been given 500 vaccines which they intended to roll out in a large clinic shared with Tutbury Practice on 4/2/21 between 2-7pm.

Emma informed that the practice is looking for volunteers to act as marshals. If anyone else is interested they were advised to contact Emma.

**3. Mental Health support for patients**

The group discussed the need for more information about mental health on the website. Gary advised that he had checked & there was nothing at all. It was agreed that mental health would be included in the patient survey 2021.

Action: Emma to request additional information be put on the website regarding mental health.

**4. Online patient access system**

Emma advised to contact Alice or Alison at Tutbury for re-registration issues.

**5. Nominate Chair**

It was agreed David & Yvonne would share the role of chair & that Gary would take minutes.

**6. Recruiting new members**

It was agreed that the notice could be placed in parish/church magazines & the Tutbury newsletter.

Action: Emma to update Noticeboard.

Action: Gary will update the notice again for the surgery door, to include contacting Emma for more information & to circulate to the group.

**7. Any Other Business**

Action: Emma to put the summary minutes of the December 2020 meeting on the website.

**Date of Next Meeting will be 7th April 10.00am via zoom**