

Minutes of the Patient Participation Group Meeting held on

Wednesday 19th November 2020 at 1.00 pm via Microsoft Teams

Informal Meeting via Microsoft Teams – virtually

Attended – RT – Practice Manager, Mike, Philip, Susan

Rebecca welcomed the above to the meeting and this new way of working during this current coronavirus times. It was good to see everyone looking well. Rebecca apologised for the technology hick up on the practice part, a new web cam has now been ordered.

Thank you for the apologies for absence or if you were unable to go on to the link etc, hopefully we will crack it next time.

Agenda items:

Wellness check

Rebecca asked everyone how they were under these difficult times, all were ok.

Flu Vaccination Programme

Rebecca reported we had hit the 75%target of vaccinating 75 & over's, we hadn't yet hit the target for the at risk category and children. We hadn't heard anything further on the 50-64 year olds being vaccinated or got any vaccines to start the programme.

Covid Vaccination Programme

There has been speculation regarding the covid vaccines this week that over 85's in nursing homes will be vaccinated first, then in age categories onwards and these would more than likely not be done in practice, there would be sites around the area who would be vaccinating. Staff in GP Practices , hospitals, healthcare settling had been asked if they would like to help out with the vaccination programme and to sign up if so. There would be 2 vaccinations required per patient a month apart.

Appointments/contacting the practice

Last month the practice set up a new 'contact us on line' through the website – www.orchard-medical.co.uk this method is another way of getting in touch for non-urgent queries for the practice. A query form is filled out through the website link and it arrives at the practice, this then matches your details with our clinical system. We receive the request and assign it to the most suitable clinician or non clinician.

Feedback from Mike who tested it for the practice was extremely positive and also gave a further example of how this had worked well also.

The practice are now received about 2-3 per day this way and this is manageable.

Orchard Staff Update

We are still on the look out for a salaried GP but not found anyone suitable as yet.

Lindsey our IT Data Clerk retires at the end of November after 38 years of service and Angie on reception retires at the same time after 16 years of service. We will give them a good socially distanced farewell what an achievement.

Our receptionist Lyndsey had a baby girl Bonnie also during October.

We have a receptionist position also to fill as McKenzi is leaving to work closer to home mid December.

Bank Account Update

It has been difficult for Gloria to get an up to date bank statement during Covid so hopefully this can be obtained as soon as is practicably possible.

Action: Gloria/Su – to obtain when safe to do so.

Helping the Vulnerable

We usually have a collection of warm items/non-perishable foods for the local food bank via patients this time of year but unfortunately this wont be possible, although the practice were going to make a donation from the practice to help out in some way. Whilst PPG members were happy to donate items Rebecca felt if anyone wished to do this they could do it directly to the local charities.

Date of next meeting Wednesday 9th December 2020 at 1.00 pm.