

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 19 August 2020**  
**5.30pm – 6.30pm held remotely via Zoom**

Present: Jane Brown, Kath Douglas Furner, Richard Utely, Joanne Price, Karen Chriscoli, Bernie Wilkinson  
Apologies: Mary Chuck, Derek Acton

Covid response so far

The surgery never closed its' doors to our patients throughout the pandemic, we just altered how we provided our service. We had a marquee to assist zonal working for seeing patients who needed to be clinically examined. Patients were and are being consulted over the telephone or via video link

The new "normal" will still look different from how we provided a service prior to March 2020.

To reduce footfall in the building, we will continue with Total Triage, as advised by NHS England, by using eConsult for any access requests.

These are the submitted E consults Feb – May

Submitted –

Feb 899 – practice had more of a mix call in and E consult with pre booked appts made by either the pt via telephone or clinician request.

March - 1482

April 1508

May 1493

June 1906

July 2111

August 1143 in first 3 weeks.

As we move forward, we are reviewing how to manage the clinical workload and the anticipated increase in demand from patients that have "waited" on concerns and will need further investigations. We have seen demand increase greatly on Monday/Tuesday in the last few weeks. We are receiving between 170-250 per day.

We will continue to use telephone and video consultations where appropriate and will have "zonal" areas within the Practice building for seeing patients. We continued child immunisation programme throughout lockdown and have recently re-introduced cervical screening, minor operations, chronic disease reviews, learning disability reviews.

We will be open to see patients for face to face consultations when clinically appropriate by invite only; using entrances at front and rear of the building, the front door will have an intercom installed to reduce the numbers of people "popping in".

We will continue to promote on-line ordering of prescriptions/picking up/delivery from pharmacy, this has worked very well over the last few months. We have taken prescription requests over the telephone for vulnerable patients.

We have put some proposals to the CCG for making changes within the building and are awaiting funding approval.

The Practice has adopted a policy of requesting face coverings for all patients/visitors. All team members will continue to wear appropriate PPE.

We will continue to have staff members across the team working remotely to continue to support social distancing rules.

## Econsult

Due to demand becoming difficult to manage, working with the service provider, the Practice has taken decision to switch off submission of econsults to GP from 6.30pm Friday to 12.00am Monday. Patients can still access advice via the portal during the weekends and will be directed to self help options, 111, community pharmacy.

## Flu clinics

We have been requested to have all our at risk flu vaccinations completed by the end of October so that we can then start to vaccinate the wider group of over 50's that have been included this year. We are being guided by PPE rules and social distancing guidelines in how we provide the service this year. We may need to use community buildings close to the surgery. As soon as we have a definitive plan we will share this with our patients. Invites and reminders will be sent via text messages.

## Military Veterans project

The Practice has agreed to take part in a project to help identify military veterans. We will be working with Dr Alan Finnegan and Dr Becky Randles from Chester University. Earlier knowledge of patients having been military veterans can help to identify service related issues and improve access to appropriate services and Psychological Therapies. The Practice has run audit for baseline data, this currently shows just 10 patients have identified themselves a military veteran. From 1<sup>st</sup> September we will display zap stands at our entrance. We are concerned that reduced footfall in the practice building will affect how successful the campaign could be. We will situate the promotional material at whichever venue we run our flu campaigns. After 6

weeks we will send information via text messages to all our patients. At each juncture we will run audits to see if numbers are increasing.

**Date for next meeting not confirmed yet**