

**Darwin Medical Practice Patient Engagement Group (PEG)**

**Minutes of Meeting held at 11am on Tuesday 18 August**

**Zoom Meeting**

**Attendees: Zoom Meeting**

Bill Harrison  
 Sarah Bradbury  
 Fiona Pawson  
 Gary Smith  
 Ken Sheppard  
 Carol Fryer  
 Roy Ellwood  
 Jacqui Downs  
 Sheila Nicholas

Dr James Ward, Partner  
 Katrina Dipple, Business Manager

	<b>Notes of Meeting:</b>	<b>Action</b>
1.	<p><b>Welcome and apologies</b></p> <p>Dr Ward led the meeting - apologies from Jim</p>	
2.	<p><b>Matters arising from minutes of last meeting</b></p> <p>No matters arising</p>	
3.	<p><b>Practice Staff update and operational issues</b></p> <p><b>Staff update Victoria Jones as joined the practice as a trainee GP</b></p> <p>A new appointment system has been implemented which there has been some issues with; high levels of demand, doctors on leave.</p> <p><b>JW</b> - Three doctors were interviewed for the position of Salaried GP, however these three applicants withdrew. Two new doctors applied for this position and the post was offered to another GP. Previously, they have worked mostly in Walsall; they are planning to start in October doing 6 sessions.</p> <p>The nursing team are all settled, and a new Healthcare Assistant has been recruited.</p> <p>Two receptionists have recently left the practice with one new one starting.</p> <p><b>PEG</b> – stated they have heard of difficulties getting appointments, hospitals responding to requests from doctors</p> <p>Jacqui stated her son had a relapse, Dr Price and Dr Huisman both responded positively.</p> <p>It was stated that there are problems with the online booking system, check-in screen patients are not using the hand sanitiser provided.</p> <p>Issue of pens for patients to be used to be cleaned</p> <p>Hand sanitiser is next to screen, ask patients to use the screens</p> <p>KD advised group that a building risk assessment has been carried out and that patients have responsibility to ensure their own hand hygiene. Staff do</p>	<p>KD to ensure hand sanitiser is next to screen</p>

	regular 'patrols' and wipe touch points (including shared pens)	
<b>4.</b>	<p><b>COVID</b></p> <p>JW – There have been no patients come into the surgery that has tested positive for COVID. There has been a little spike of cases throughout the county.</p>	
<b>5.</b>	<p><b>Recalls</b></p> <p>JW talked through the document that had been shared prior to meeting.</p> <p>Plan to move away from letters towards text and email recall for annual reviews.</p> <p>There is a plan to open the Chasetown branch in September for nursing appointments.</p> <p>Sarah queried the number of patients currently attending the surgery and was assured they are still low numbers.</p> <p>Ken joined meeting at this point</p>	
<b>6.</b>	<p><b>Online Services</b></p> <p>JW asked for feedback.</p> <p>The practice website is under review, and different providers are being investigated. It was suggested to look at Wolverhampton Road in Stafford.</p>	
<b>7.</b>	<p><b>AOB</b></p> <p>Fiona offered space to do flu jabs in Life Church Lichfield – to be considered JW reported there may be issues with indemnity</p> <p>First delivery of flu jabs arrives in September a bar code system is to be implemented, scanned in two queues depending on vaccine is required. In the early stages all over 65s and under 65s with a chronic disease will be offered vaccines.</p> <p>In November/December people aged 50-64 will be offered the vaccine depending on supplies.</p> <p>Queries – What happens to someone who can't stand in a queue? JW assured members that this will be looked at</p> <p>What if someone is with them?</p> <p>Carol and Fiona offered to volunteer to help direct people. KD thanked them both for the offer</p> <p>Sarah talked about – CCG newsletter/virtual team/MSTeam – CCG sign up (link to meetings)</p> <p>A standing item from last meeting was KS query regarding Patient Access, KD said that we need to see his access as its difficult to understand the query without seeing it.</p>	<p>KD will advise MH of offer</p> <p>KS to arrange with AS</p>

<b>8.</b>	<b>Date and time of next zoom meeting</b>  Tuesday 15 <sup>th</sup> September 11am  Thank you to you all for your continued support and how you have embraced our online Zoom meetings 😊	
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