

St Wulfstan Surgery

MINUTES OF PPG MEETING 5th August 2020

via Zoom

Present: Alan Boyland (Chair), Sandra Rice, Graham Rice, Mark Hancock, Jean Blake, Grania O'Mahony (GP), Tim Coker (GP), Jane Wolstenholme (Receptionist), Faris Al-Ramadani (GP), Lindsay Ward (Practice Manager and Secretary)

Apologies: Anna Walford, David Powell-Tuck, Kirti Viswanathan (GP). Nigel Rock (Vice-Chair), Brian Cobb, Charles Henshaw

	DISCUSSION	ACTION
Matters arising from previous meeting	The minutes were accepted as an accurate record Community Ophthalmology: the CCG have opened a complaint but have not contacted the complainants. Faris will follow up with the CCG. Should we make the phone message shorter? We will look at revising the message	FAR LW
Staffing Update	Lindsay updated the group about changes to staffing since the last meeting in February.	
Covid response	Tim updated the Group on our Covid response. Doors have never been closed. GPs have found telephone appts (with photos, where necessary) have been more useful than video appts. Immunisations and essential blood tests (including warfarin tests) have carried on. Work is necessarily being duplicated because GPs are triaging patients on the phone before seeing them. Patients have a telephone appt with the GPs first. How do we manage to see more patients face to face, whilst maintaining infection control measures and social distancing? Check in procedure at front desk: Suggestion that patients could wait in their car to be called for their appt. Lindsay explained about an app in development for patients to check themselves in and be called in via the app. Chain AccurX may also be helpful Volunteer Drivers Service: discussion about whether to reinstate the service was suspended until next meeting	
Flu Vaccination Programme 2020	Flu programme will be extended this year to 50-64 yr olds (in Nov/Dec) from centrally-supplied vaccine stock. We await further guidance on giving vaccinations in village halls and car parks etc, PPE etc. We expect to have our first deliveries in late September and will start vaccinations as soon as possible.	
Bowel Cancer Screening programme	The Govt is having a drive on early detection of cancer. This year we are focussing on early detection and review of processes to ensure delays avoided. We are trying to increase the number of patients completing the FIT test (stool sample) which can show early bowel cancers. We are chasing patients	

	who have not returned their sample kits within a few months. The Group were asked for suggestions as to how we increase uptake. We could ask the patients why they haven't returned the test. We could send out a short survey on Survey Monkey to patients who have not responded. Lindsay will ask Amanda to put a short survey together	LCW
Voluntary Drivers Group	Nil – service is paused	
SWPPPG	The Group are annoyed that Govt guidance is that all patients should be dealt with remotely.	
Feedback	We have had lots of lovely emails from patients thanking us for our support during the pandemic. We have not had any complaints directly related to Covid.	
Any other business	Ambulance Bay: Groups preference would be '999 only'	
Time & Date of next meeting	Thursday 5th November at 12.30pm via Zoom	