

Patient Participation Group

17/09/2020 4pm-6pm

Present Anita Hampson/SJ – Practice Manager
 Apologies: MB, MW
 Resignation:
 In attendance: AH, LB, ST, KS, TG, AD, MT

1. Introductions and welcome to Sarah Jayne	All
2. Minutes of last meeting	Taken as read
3. Flu clinics	<p>SJ - Drive through at Bramham park for over 65's for a week starting Oct 12th. This is shared with other practices. Crossley St has 3 sessions there and one at the surgery on Sat morning. There are other sessions at the surgery for those not getting to Bramham. The first one is next Saturday. Day Lewis is also offering the service and they let the surgery know who has been to them. It is important to get the vaccination from wherever. If patients cannot get through on the phone use the e- reception. Marshals are still needed for BRAMHAM but its exposed and could be wet and cold and people need to know that. If anybody knows of somebody who is willing please tell them to contact Sophie Dawson sophie.dawson8@nhs.net At the drive through say which arm and before approaching have the arm exposed ready at the window. The staff will have masks but no gloves but will wash hands and sanitize. No under 65s will be vaccinated, unless they have a condition warranting it, because vaccines for them are not ready until November.</p>
4. Prescriptions	<p>MB enquired about prescription requests not being accepted over the phone and were Crossley St following this directive. The answer is that CS haven't accepted these for a number of years except in exceptional circumstances, the reason is that it's too easy to make mistakes if people ring up and ask, for example, for more of my pink tablets or don't know the dose. Receptionists are not trained to decide what is wanted and it is much safer to order on-line. It is possible in some cases to order more than 4 weeks supply at a time, but it is entirely at the Dr's discretion depending what it is, if it is safe or whether doses etc. might change. A request can be made online when ordering a repeat prescription.</p>
5. Newsletter	<p>The Practice is not producing a newsletter but are just keeping the web site up to date. The PPG may produce a "chatty" newsletter just let patients know we are still around. To update what is on the web site we just need to let SJ or Beth know. If any member wants anything included, please let Liz know. Liz is due for an operation and may need somebody to take over the Chair for the next meeting, volunteer please.</p>

<p>AOB</p>	<p>Anita – there has been much in the media recently suggesting that Drs are not seeing patients. As a result, GP’s have received a letter from Matt Hancock (DH) saying that they are in breach of contract, if this happens. The letter has caused quite a stir and upset because GP’s feel they have worked very hard over the last 6 months and this has not been appreciated with hospitals having been the focus. The statistic for Leeds through July show that there were 370 thousand appointments of which 192 thousand were face to face and 164 thousand by telephone. CS had 3206 appointments in August, 181 face to face visits and 121 home visits. PPE needs to be worn for all these. There were also 970 nurse appointments. It is disappointing that the media are not recognising this. Telephone calls from Drs will stay in place until Covid is over.</p> <p>There were more than 100 more telephone calls than usual on Monday. The surgery would like our opinion about re-instating pre-booking online. It would have to be made clear that it is a trial and for telephone consultations only. Members agreed that they should trial this as another way to book an appointment.</p> <p>Question – how many people have died? The surgery does not get notified if patients die of Covid in hospital and criteria on death certificates has changed. Things in Care Homes have improved.</p> <p>Anita has thanked us and said what a pleasure it has been working with us and how much the practice appreciates what we do. She was thrilled with her retirement gift and will enjoy both.</p> <p>SJ was assured that we are here to help and not to hesitate to ask if there is anything we can do.</p> <p>Added later- questions from MB who could not get into the meeting</p> <ol style="list-style-type: none"> 1. When will the Flu booking confirmation letters be sent out please? 2. Will we ever be able to see our Doctor of choice as we did pre Covid days or is the system changed for good? <p>Answers from SJ -In response to the questions you have asked, I can confirm we are currently working through all the patients who are eligible for a flu vaccine, so you should hear shortly regarding this.</p> <p>With regards the question about seeing the Doctor of choice, it is difficult to answer this at this moment in time. It is very difficult to gauge how things are going to change during the current pandemic, as they are continuing to change all the time and we are having to be reactive to the advice given and guidance from the government and medical bodies on a daily basis.</p> <p>Our main aim is to ensure that patients of Crossley Street are triaged appropriately by the allocated doctor daily, and those requiring a face to face appointment are given the opportunity to attend in person. However, what I cannot guarantee is that it will be your Doctor of choice as it will be whoever is down to complete the appointments that day, and of course that changes daily.</p> <p>Unfortunately as a practice we are currently experiencing an unprecedented volume of calls into the surgery which we are doing our best to manage, however, it is difficult, and I am sure will continue to be for a considerable time in the current climate.</p>
<p>Next Meeting</p>	<p>29th Oct 2020 4-6pm on Zoom</p>