

Patient Participation Group – On line Meeting Thursday 30/07/2020 at 4pm

Apologies: MB  
 Withdrawing: JK  
 Present AHamp, AHal, LB, ST, TG, MW, MT & AD

<p><b>1. Introductions and welcome</b></p>	<p>Anita started with the sad news that CY one of our founder members had sadly passed away a couple of weeks ago. AH would send a letter of condolence to his family on behalf of the PPG</p>
<p><b>2. Surgery update</b></p> <ul style="list-style-type: none"> <li>• Covid 19 review and how the surgery adapted and managed the varying demands</li>   <li>• Covid recovery plan</li> </ul>	<p><b><u>Anita</u></b></p> <ul style="list-style-type: none"> <li>• Practice aware late Jan of change in patients' symptoms</li> <li>• Surge following half term and Italian skiing trips</li> <li>• Practice had protocol in place in Feb</li> <li>• Made arrangements to significantly reduce footfall in early March – well before lockdown</li> <li>• Full risk assessments done throughout to ensure vulnerable staff etc were being protected etc.</li> <li>• Through April, the Practice worked at stretched capacity as many staff isolating due to symptoms for self or family members.</li> <li>• No testing available at that time</li> <li>• Supported Day Lewis who had major issues with demand</li> <li>• May/June – rationalised and worked through issues around getting patients back in safely. One staff member tested +ve – now fully recovered.</li> <li>• Encouraged all staff to take leave away from the Practice as all mostly fatigued.</li> <li>• June – full risk assessment of risks around working together – masks, screens etc.</li> </ul> <p><b><u>Going forward</u></b></p> <p>All requests for GP appts are now managed by telephone triage. Some booked ahead, some on the day, some urgent</p> <p>Technology now in place via system called AccurX – allows telephone, video, and photos to be put directly into the patient record.</p> <p>All patients who need to be seen F2F are seen with PPE in either isolation room or shed in carpark (to be replaced with permanent isolation room in winter)</p> <p>Nurse appts have continued for reviews, urgent BT, smears, childhood immunisations etc – patients wait in car to be called in through staff door.</p>

- NHS England contractual requirements going forward – the “new normal”

- 2020 flu vaccines and programme

- Crossley St update

Nurses in full PPE  
Home visits for BT for vulnerable/Shielding patients

### **Finances**

Protected income until the end of June and end of last financial year.

More monitoring from July – NHS Health checks etc.

July- Oct – open door (we never locked ours)

Normal will be – remote consultations for the foreseeable future. Need to ensure we manage the patient numbers in the surgery.

### **Flu**

Number: 500 >65s and <65s at risk  
Delays in <65s vaccines

Now >50s – additional 1500 – no vaccine ordered.

Currently considering with other Wetherby practices.

Drive through at Bramham Park for >65s due to vaccine delivery dates.

Will do approx. 50%

Clinic at CSS for remainder and <65s. need careful planning to ensure social distancing and non-crowded waiting areas. Likely to be timed 1 or 2 min slots. No car parking – queue in car park and have gazebos etc. Vulnerable patients will have waiting area.

Still in planning stage

### **Changes**

AH retires 29/9/20

Sarah-Jayne Humphries starts 3/8/20

Will have AH support until end of Sept

New Deputy PM – Maureen Mazza – previously Finance and Data manager

Re-config of admin function

New Reception Supervisor – Anita Downie

Dr Keith Miller starts Sept 20

Dr Nick Rummens leaves for a Partnership Oct 20

Recruitment underway

<p><b>AOB - Questions</b></p> <p>Any Covid cases attended the surgery? Does no publicity about numbers for our area mean good news?</p> <p>Throughout lock down I have had my prescriptions delivered there are leaflets about ordering prescriptions with different companies rather than the surgery. How do they work and does the surgery lose some income due to others providing the service? Some say “no charge” so if the NHS pay them, I suspect the surgery would lose out</p>	<p>Many +ve patients – still continuing. Numbers very difficult to quantify as only in last few weeks comprehensive testing available. Many were not tested.</p> <p>Some deaths – mainly care homes Some hospital admissions V few community deaths</p> <p>Again – numbers diff to quantify but several 10s of deaths in Wetherby</p> <p>No benefit to the surgery for where prescriptions dispensed. Affects our prescribing budget, though if ordered via the pharmacy. However, during the pandemic repeat dispensing was introduced for stable patients – scripts were/are routinely being issued so no work required in the Practice.</p>
<p><b>Next Meeting</b></p>	<p>Thursday 17<sup>th</sup> September 2020 – 4.00 pm – Via Zoom</p>