

## PRG Meeting -11<sup>th</sup> September 2020

Attendees: Julia Bowyer, Catherine Bradley, John Clark, Amanda Phillips

Julia opened the meeting at 2.20pm welcomed everyone.

Julia began with the Patient Survey and whether happy to use the same survey but to tailor it to the Covid Pandemic i.e. asking patient feedback on the telephone consultations, any Face to Face appointments and access to the surgery in these times. It was agreed we would look in to a text campaign for the survey and feedback if this would be possible.

Julia said that we are full to capacity daily.

Julia moved on to an update around Covid and the way forward. Prior to the pandemic we had GP vacancies due to Dr Heron and Dr Walker leaving the surgery. We have now replaced them with Dr Joanne Harris, Dr Avni Sheth and Dr Katie Milicic. We have also recruited a new Health care assistant and a new member of reception.

In current times most GP appointments are telephone triage and the GP is able to arrange any Face to Face consultation after this. The CCG and NHS England have implemented stage 3 procedures can now happen able to start minor surgeries, injections, coils and implanons. No spirometry or aerosol based procedures until the beginning of September if possible then. The GP's are happy to continue with the new system and the nurses never stopped Face to Face but are doing more telephone consultations.

Julia moved on to the building and the improvements that have been made, Julia applied for a grant for the flooring to be replaced and this has been agreed so all clinical rooms, corridor and main reception are being done and the porch is having

All of reception has been repainted and will be having new signage inside. The main door to the building has been refurbished and repainted.

A member asked about the plants that were removed from the side of the building, unfortunately these were removed in readiness for the building work which has unfortunately been postponed for the foreseeable future.

We gave an update on the Flu clinics and the government guidelines to also be vaccinating the 50-64 year olds. At present we will be doing all eligible over 65s and under 65s the focus will be on chronic diseases , shielding and family members and take guidance from NHS England and CCG. Child nasal flu for children aged 2-3 we have had 10% more vaccinations that normal and starting soon. The flu clinics will be appointment only and letters and texts will be going out to patients to make an appointment this is due to Track and Trace and also be able to adhere to Infection Control protocol. There will be social distancing in place, cleaning and hand sanitising stations and all staff wearing PPE.

The late night GP clinics are restarting in October but will still be telephone calls.

Julia asked if there is any other business and one member asked if patients can get any Flu information from anywhere and Julia said all the information regarding Flu will go on our website.

Expecting a follow up CQC visit in January 2021 should be fine this time as the minor points from last time have been sorted out.

All members praised the team for all their hard work over the last few months in particular.

Julia closed the meeting at 2.45pm.