SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Minutes of Meeting held on Thursday 20th August**

**By Zoom**

**In attendance:** Suzanne Myers (Practice Manager) SM

Mr Francis DeSouza (Chair) FdS

Mr Robert Marshall RM

Mrs Natalie Baker NB

Mrs Brenda O’Neill BoN

**Apologies** Mrs Sharon Dunn SD

Mrs Gill Cross GC

Mr Michael Edinberry ME

Mr John Bateson JB

**1. Welcome & Introductions**

FdS welcomed everyone to our first virtual PPG meeting. He gave a brief introduction how he hoped the group would run and what we would like to achieve. Introductions were made and we welcomed our new member, Mrs Brenda O’Neill.

**2. Sandwich Medical Practice – Covid 19 update**

SM gave an update on how the Practice is working during the pandemic. At present the door is still locked to control the volume of patients in the waiting room at any one time. We are only able to accommodate 12 patients in the waiting room. All patients requesting an appointment with the GP are triaged by the GP on the telephone initially who then books the patient a face to face appointment if they feel it is necessary. These face to face appointments are staggered so that there are not too many patients in the building at any one time. This has worked well and we anticipate that this will continue in the future in some form. The practice has been using eConsults which is accessed via the Sandwich Medical Practice website or the NHS app. NB has used this twice and found that it works very well. The Practice has also used accuRx which is something that enables the practice to communicate with the patient via text message or video consult and gives the patient the ability to reply by text and also attached photographs. With regards to nursing appointments, the practice has started to carry out more routine work as advised by the BMA. BoN asked how this was communicated to patients. RM suggested that this was put onto the website. BoN said that some practices were asking patients what they thought of the ‘new normal’ ways of working, and perhaps this could be asked by a survey.

**3. Flu clinics**

SM explained how the Practice are planning to run this year’s flu campaign.All patients will be given a timed appointment. We will have someone on the front door controlling the flow of patients into the building, and someone directing them out through the back door, using a one way system.

The sessions will mostly be on a Saturday morning, enabling us to vaccinate 600 patients at a time.

To promote this we have put the dates on the website. We have posters in the building and have put an advert in the Sandwich Community times. BoN thought that it would be a good idea to also advertise in the other local village magazines. SM will look into whether this is a possibility depending on when they are published. Patients with mobile phones will shortly be sent a message to remind them to book a flu vaccination. The Practice chase patients who are eligible and who have not attended once the campaign is underway. RM mentioned the 50 – 64 year olds. These will be done in November / December depending on vaccine availability. We are waiting for further guidance on this from NHS England.

**4. Keeping health during the pandemic**

RM asked for this to be put on the agenda as it has been recognised how important it is to keep healthy, particularly since the pandemic. He asked how we could get the message across. The practice does have access to the One You scheme which has lifestyle advisors who can help with health walks, weight loss groups, smoking cessation etc. Everyone acknowledged how difficult it has been during lockdown with regards to diet and exercise and how important this is. Mental health has also been a big issue and is expecting to continue. NB said that as far as children are concerned, the school that she works with has had regular contact with the children, and particularly the children from vulnerable families. SM to discuss with the Partners how we can try to get the message across to the patients – to be discussed at the next clinical meeting.

**5. Calls for the nomination for Vice Chair**

No one expressed an interest. To add to the agenda for the next meeting.

**6. AOB**

FdS thinks that a practice survey should be carried out as soon as possible as he has heard grumbles from some patients since the merger. He has asked that everyone thinks about some possible questions and SM will try to find the old survey that was carried out at the Butchery a number of years ago to see if it could be based around that.

We would like to have the next meeting in person. SM suggested that we use the waiting room so that we can socially distance. (The Partners agreed to this at the meeting today)

**Date of next meeting Wednesday 4th November 6.30pm**