**NOTES OF THE PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 16TH SEPTEMBER 2020**

**Present**: Pamela Reader (chair), Joanna Antemes, Hazel Bulcock, Kai Dada, Brian Harrison, Mary Jenkins, Mike Palin, Antony Radley, Barry Rogers, Clare Shepherd, Emma Taylor.

**Apologies**: Judith Benjamin, Sally Harrison, Kathleen Sutton.

**Practice Update**: Joanna summarised the main points on the Practice Update.

* Staff – Dr Andrew Matheson and Dr Kate Howgegeo join us. Dr Sumnall retires at the end of September. He will be greatly missed.
* Services – the following services have restarted;

Cervical smears

Vaccines – travel vaccines, shingles and pneumococcal vaccines

Hypertension checks

Bloods for chronic diseases (reviews by telephone)

New patient checks

Transport medicals

NHS health checks

* A zoom event is scheduled 23rd September with chronic pain practitioner Andy.
* Flu Clinic plans – the clinics start on 21st September, Monday to Friday 11am -1pm. There will be a one way system organised and the car park will be closed for the clinics as patients will queue in the car park. Patients are asked to wear a mask and a mask will also be provided for the appointment. The appointments will be extended to 3 minutes. Patients are given a specific appointment day and time and if they cannot make it they will go onto a waiting list.

**Virtual Reference Group**: Documentation was emailed out before the meeting. A small group from the PPG members will move the Reference Group forward. This subgroup will comprise so far; Mike Palin, Judith Benjamin, Pamela Reader, Barry Rogers (maybe later on). The first aim of the group is for key objectives to be listed for actions then we can open up the jobs to other people if necessary. A zoom meeting for the group is planned on Wednesday 14th October at 10.30, Antony will set up this zoom meeting.

**Self Care Week**:

* Emma explained that 2020 Self Care Week (November 16th – 22nd) will be organised on a virtual platform using our key partners eg. Carers Resource, Selfa. Also we will host a ‘five ways to wellbeing’ session, on how to keep well at home. Antony will ask the Park Run Directors if the Practice can ‘host’ the Park Run on 22nd November (volunteers will be needed). Suggestions for subjects to think about for the self care week at the meeting included a presentation about Covid and looking after yourself, and information about mental health and awareness. Please send any other suggestions and information re. self care week to Emma.
* A calendar of campaigns for 2021 is being prepared. We have agreed to include screening campaigns, Carers Week, Dementia Awareness Week and vaccinations. The draft Calendar will be available for the next PPG meeting.

**National GP Survey**: Analysis; the survey results were emailed to the PPG before the meeting.

* The results across the local area were low for being able to see your own GP and Dyneley House scored less than the average. Brian pointed out that he had talked to patients about this and some patients had unreasonable demands e.g. wanting to see their own GP at very short notice. This is not possible due to other commitments on the rota and days off for the GPs. Antony said that they are going to make a slight change to the appointment system and if a patient who phones for an urgent appointment wants to talk to their own GP, their GP will ring back if they are available. Kai suggested that this suggestion (and explanation as to why seeing your own GP on the same day is not possible) could be put into the next Dyneley House Newsletter.
* Waiting time on the phone also had a low score but our score was better than the average.
* Enough support from local services to help long term conditions was also scored just below the average.

**Next WACA meeting** : invites will be sent out for the next meeting, feedback about how PPGs are doing. This will be a virtual meeting.

**Date and Time of next Zoom meeting: Wednesday 21st October 10am.**