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

**Present**: Antony Radley (chair), Joanna Antemes, Hazel Bulcock, Kai Dada, Mary Jenkins, Mike Palin, Pamela Reader, Barry Rogers, Clare Shepherd. Melanie Blott (Social Prescribing Team).

**Apologies:** Judith Benjamin.

**Minutes of the meeting 15th January 2020 and matters arising:** Nothing to discuss.

**AGM:** The 2020 AGM did not take place due to Covid and lockdown. We discussed the options about meeting for this 2020 AGM. Options: Have an Extraordinary AGM in the next couple of months, or roll the AGM onto the 2021 AGM in February 2021; this AGM would therefore cover 2 years.

It was decided to roll the AGM onto 2021.

Clare and Pam have offered to share the Chair Post for our PPG as Barry is standing down. Clare, Pam and Barry will work together to produce the Annual Report and will share the chairing until February 2021.

The remaining 2020 PPG meetings are Wednesday 16th September, 21st October and 18th November. These will be zoom meetings.

**Virtual Reference Group** – Update : Barry summarised where we had got to before lockdown. The starting point of the actions was to identify what interest there was to join the group by asking various groups who have direct/indirect links with the Practice. The National PPG website has helpful documentation including posters. We agreed to start by looking at the action plan again, produced by Sonjia (previous Engagement Team ). See minutes from November 2019 and January 2020.

Mike thought that a meeting for the Reference Group 3-4 times a year would help the group keep motivated: probably a virtual meeting.

**Covid – experiences and current thinking**: We all talked about our experiences with lockdown.

* Group Members/Patients -We have been using virtual forums to chat with our families, and friends. Some of us have used the GP during lockdown. The e-consult and video links have been used, not everyone was comfortable with using these. Attending the General Practice felt safe. Hazel talked about the mental health access available. ‘My Carer 24’ is a 24 hour mental health helpline. Barry reported that Craven District Council have a list of contacts for people to use if they need support for their mental health. He will circulate this (ACTION BARRY).
* Practice; Mel , social prescriber, reported that at the beginning of lockdown two medical students joined ‘Skipton Steps into Action’, making welfare calls and befriending lonely people. Help is also available via telephone. This project works alongside the Council. Pam has volunteered for telephone help.
* Antony reported that since lockdown on 20th March much routine care has been undertaken via telephone and video consultations. In Dyneley House there are hot and cold rooms. People who have symptoms suspicious of Covid are seen in the hot room with medical staff wearing full PPE. Other patients are seen in the cold room. Overall the patient contact levels are now back to normal (having dropped at first). Referral into secondary care is still difficult.
* Wound care and immunisation services have continued and follow up for chronic diseases have been done mostly virtually.
* Recently Screening services and travel vaccines have restarted.
* Patients attending the Practice ring the doorbell and are offered a face mask.
* The flu vaccination programme will have to change its organisation. Patients will possibly queue in the car park and a one way system in and out of the surgery will be set up. The flu vaccine appointments take longer so more clinics will need to be set up.
* The flu questionnaire, and probably the patient questionnaire, will not take place.
* Emma and the Social Prescribing team have a podcast and on You Tube, and exercising at home is on the website.
* There is a new look Dyneley House Website, we are asked to comment about it.

**AOB:** The Annual National GP patient survey has just been released. Pam offered to help with anything between now and the September meeting.

**Date and time of next Meeting :** Wednesday 16th September **10.30** am, a zoom meeting.