Appletree Patient Participation Group

In association with Appletree Medical Practice

Duffield, Belper

**PPG Minutes**

**Appletree PPG Meeting 73**

**29th July 2020**

**5.30 – 7.00pm via Zoom**

**Attendees: George Newton (Chair) John Rowlands, John Beavis, Sue Morris, David Nove,**

**John Lound**

**From Appletree: Lianne Burke –PM, Dr Ruth Hewitt**

**Apologies: Not Required**

1. **Opening and welcome**:

George Newton (GN) welcomed everybody and thanked all of the Appletree M.P. PPG members including those who have been unable to ‘attend/join in’ by zoom, for their vital help and support during his first 16 months as chair. GN felt indebted to  former Practice Manager  Steve Leather who was very helpful and supportive when he first became Chair in March 2019, which now feels  like a different age  of peace and calm, compared with  our strange new World of living with and surviving a Covid-I9 Global pandemic. GN had also received very positive feedback from Elizabeth Reed regarding the currently telephone triage system at Appletree and praised the surgery for all their efforts during the past 6 months.

1. **Present and apologies**: No apologies required due to zoom format

**Standing Items:**

1. **Minutes of previous meeting (29th January 2020) –** Approved
2. Matters arising – Due to zoom time restrictions agreed to leave.
3. **Action Plan**

* PPG Patient Survey (not applicable at moment). Recommence Post Covid
* PPG Notice Board (not applicable) – current access to the surgery is limited, so not appropriate during Covid-19

1. **Carers’ Forum report**

* Elizabeth Reed sent an update. The PPG would like to thank Sarah Lakin & Elizabeth for their continued effort with this group.

**7. Other patient representative bodies (as appropriate)**

* Good Neighbourhood project – A big thank you & best wishes to John Raw for his previous work & reports.

**8. Appletree update – latest news from the Practice incl.**

* **Belper primary care network (PCN)**

LB gave an update on the new roles employed by the PCN that are now working across all 4 practices:

2 x first contact physios currently doing telephone triage

2 x Pharmacist

2 x Social Prescriber

* **Appletree Business Manager** – Ruth Hewitt reported that Steve Leather is a hard act to follow, but she was pleased to announce that Lianne had now taken the position on a permanent basis.
* **Covid-19**

RH – Covid-19 is still present and with the upcoming winter months, it will prove increasingly difficult to spot Covid-19 amongst the winter coughs & colds. It has been and will continue to be challenging over the next few months. She feels a vaccine is still a long way away but if people continue washing hands & social distancing it will reduce the risk. Ruth also commented that although the impression that telephone calls save the doctor time, in fact this can be the opposite. Doctors need to ask additional questions to try and ascertain the problem without body language & physically seeing the issue. The patient may then also need a face to face appointment, so in fact, what did take a 10 minutes appointment, can now take 30 minutes.

LB – Reported on the current process for appointments at Appletree:

* + Face coverings must be worn
  + Patients are to wait in their car until called (if possible)
  + Temperature checks on arrival
  + Intercom in the reception foyer for patient collections, reducing footfall into the practice
  + The Red Hub will return to the Duffield Surgery from 3rd August (the red hub is currently being held at the Belper Clinic for patients with suspected Covid-19 symptoms). Patients will enter via the side door so not to come into contact with patients & staff (other than the clinician).
  + Full PPE is being worn for all face to face appointments
* **Digital Update -** 
  + Text Messaging: The surgery now has a facility to send secure text messages with attachments. The patient is also able to respond to these messages with photos of their ailment.

We are asking patients to text in their blood pressure readings for their annual reviews. To enable this we are asking patients to consider purchasing a home blood pressure monitor. They are reasonably priced and save both appointments and trips for the patient down to the surgery.

* + Video Consultations: The surgery has secure video consultation software which works extremely well with care homes and ward rounds. The care home uses a tablet to walk round from patient to patient whilst the GP reviews. For general use it hasn’t been so successful and is time consuming and fiddly to implement into our appointment system. Perhaps with future development, this may be something to review
  + Flu Clinic – The upcoming flu season is going be logistically challenging for the practice. Patients will require longer appointment time to enable social distancing and change of PPE. With the government announcing the flu vaccines will include the 50+ age group; this almost doubles the number of patients invited. We plan to proceed with the current programme 65+. The 50-64 year olds will be planned as a separate entity later in the year, perhaps as a group exercise with the PCN.

**Other Items:**

9. Any other business – Time restrictions so removed.

**Next Meeting – GN & LB to discuss at a separate date.**