

Patient Participation Group Meeting Minutes

17th Meeting

Saturday 25th July 2020

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi (ZH), Taiba Farooq- Senior Admin & PPC Secretary, Razmin Begum – Administrator, Shifa Habib – Administrator.

Patient representatives: FK, WA, SR, RU, MI, NA, RK

Apologises: SW, ZA, RH

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	Items	Actions
1	<u>Welcome and Introduction</u> Welcomed and thanked everyone for attending the first telephone PPG conference call. Majority of patients were not able to attend the last meeting due to difficulty creating and accessing Microsoft Teams account. Improvement of attendance today.	Continue to encourage patients to attend PPG meetings.
2	<u>Practice Updates</u> ZH- Informed that the National GP Patient Survey results are now back. Uptake was very low. 472 surveys were sent out, and only 57 were completed. The uptake was 12%. As mentioned in the previous meeting, this data does not illustrate the whole picture. Internal surveys had a higher uptake, where 465 patients filled in a response. There has been an improvement in patients getting access via telephone, and we continue to improve that. We are planning to change our telephone providers to the recommended service by CCG.	
3	<u>Appointment system/Wellbeing</u> AH-Since Covid-19 and lockdown restricts, a majority of our appointments are being offered over the phone. This is to keep our patients and staff safe from this virus.	

	<p>ZH-Despite rumours of GP surgeries being closed, we remain open and continue to offer our full services in a safe and responsible manner.</p> <p>FK- There rumours are going around on social media and messaging group such as WhatsApp that GP's are hiding behind closed doors.</p> <p>TF- This is frustrating as we are working harder than before Covid-19. All patients are triaged over the phone and are invited for a face-to-face assessment if needed, providing that the patient is not displaying symptoms of covid-19.</p> <p>Our nurse and HCA appointments are still going, and we are ensuring that all patients are being invited for their annual reviews. We are not compromising our patients care in any way. The delivery of the service may have changed, but the quality remains the same.</p> <p>MI- We appreciate all the work the GP surgery is doing during this difficult time. It has been tough on all the patients too as many have lost jobs and are facing financial difficulty.</p> <p>FK- Patients are also struggling with taking care of their children during lockdowns. Especially low income families who rely on school meals for their kids. Although the government are trying to help with food packs, they are not up to standard.</p> <p>AH- We understand the issues that our population is facing and we offer to refer to a social prescriber who can help patients apply for more government schemes, such as shopping vouchers. However, this pandemic is also taking a huge toll on everyone's mental health. There are many patients who are struggling to cope, whether it is financially or because of the lack of social interaction.</p> <p>FK- Explained it is very difficult to stay away from loved ones during lockdown, especially when you're very close and used to seeing them often. Thankfully with lockdown easing, it is now possible to see family with social distancing and safety measures in place.</p>	
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4	<p>RK- Places of worship have also now opened such as Mosques and it is great to see the community again.</p> <p><u>Phone lines</u></p> <p>ZH-We have a planned telephone migration coming up on 29th July. Please note that there may be some disruption to our lines during 1pm-4pm.</p> <p>AH- We are transferring to the best telephone system recommended by the CCG.</p> <p>RK- That is great news. Hopefully we see an improvement as it is very difficult to get through currently.</p> <p>TF- The system will change but that doesn't mean the volume of incoming calls will. Still expect the lines to be busy around booking times as we receive a high number of calls.</p> <p>FK- Any improvement to make it easier for patients is great and welcomed. We understand the service may be down for a few hours.</p> <p>AH- Next meeting will be in 3 months' time. Depending on Covid, we may possible be able to have the meting face to face. If this is not possible, we will arrange another conference call.</p> <p>All members agreed.</p>	
	Next PPG meeting in 3 months	