

## Patient Participation Group Meeting Minutes

### 16<sup>th</sup> Meeting

Saturday 25<sup>TH</sup> April 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, RK

**Apologises:** SW, ZA, RH, WA, SR, RU, MI, NA,

|   | Items  | Actions   |
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| 1 | <u>Welcome and Introduction</u><br><br>AH- Welcomed and thanked everyone for attending the first Microsoft Teams meeting. Not a great turnout. Expected as many patients are unable to/ do not feel comfortable with a virtual meeting.  | <b>Continue to encourage patients to attend PPG meetings.</b> |
| 2 | <b>Covid-19</b><br><br>AH- There have been a lot of changes from our last meeting. The virus we thought that wouldn't affect us has now impacted the whole world. The Coronavirus pandemic is a deadly virus and caution and extra care should be taken to avoid catching this.<br><br>FK- There are a lot of rumours going around that Covid is a conspiracy. Especially on social media such as WhatsApp. There's many theories like it is the government trying to scare us and it doesn't really exist.<br><br>ZH- There is more than enough evidence to show that it is real and it is affecting us. Many people have passed away, including many of our patients due to this virus.<br><br>RK- There are many people in the community that have been taken by Covid-19. This is not a joke and should be |   |

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|   | <p>taken seriously. It is hard trying to follow all the government rules but it is to protect us.</p>  |  |
| 3 | <p>Wellbeing</p> <p>AH- It is important to check in on our relatives, friends and family, especially the elderly and vulnerable. Give them a call and talk to them. It is very lonely for a lot of people right now. We have to unite and take care of each other.</p> <p>FK- Many people are feeling low due to isolation. It is difficult to follow rules when you want to be there for your family.</p> <p>ZH- It is hard but it is to keep loves ones safe. Covid is not something we can see. Even if you feel fine and have no symptoms, you can still have and spread covid.</p> <p>AH- Symptoms are not the same in everyone. Some may have a sore throat, cough, others may have a high fever and respiratory problems. It affects everyone at a different level.</p>         |  |
| 4 | <p>Service</p> <p>ZH- We will keep this meeting brief as many are unable to attend. Please keep in mind that we are still open and our service is still running.</p> <p>TF- Our appointments are via telephone, but the GP will advise you to come to the surgery if needed.</p> <p>FK- It has been difficult to get through on the phone lines to arrange appointments.</p> <p>ZH- We have had a surge in calls since covid as this is the main way we are offering our service. Please bear with us, we understand it can be frustrating when lines are busy. All our calls are answered within 3 rings.</p> <p>AH- NHS Direct 111 service is the front door to the NHS. If our appointments are booked, call them and they will triage you and offer the most appropriate care.</p> |  |

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|  | <p>ZH- Next meeting will depend on lockdown rules.</p> <p>AH- Microsoft teams is a tricky to navigate for patients who are not tech savvy.</p> <p>RK- We should try conference call next time which should be easier.</p> <p>Everyone agreed conference call for next meeting.</p> |  |
|  | Next PPG meeting in 3 months   |  |