

Meon Medical Centre - Meon Patient Group Meeting Wednesday 5th August 2020.

Present	Phil Maundrill (PM) Marilyn Phillips (MP), Tim Phillips (TP) Keith Turner (KT) Jonathan Collins (JC) Dr Karen Clarke [KC] Andrea Stevinson (AS)	
Apologies	Lynn Milliken, Jane Sully, Mike Walsby, Barbara Craig, Pam Bowen, Umutoni Hercie, Tina and Kevin Balchin	
Subject	Discussion	Action
Minutes	Reviewed items on last meeting minutes: Actions follow up: meeting notes from PPPG at Trinity Court Dec 2019 not available. South Western Ambulance Service have agreed to send notification of any ambulance call outs for Meon patients living in Mickleton. Inhaler recycling scheme circulated via website to inform of local recycling centres.	
COVID update (KC)	<p>No road map for what has happened this year. Early decision to close doors to protect patients esp vulnerable also staff, dispensing out of window. Massive amount of info to disseminate daily. We have re-opened doors in last 2 weeks, with dispensing from the hatch again in the last week. Carpets have been replaced by hard flooring in clinical areas, carpet elsewhere being replaced with carpet tiles. Chairs also replaced with wipe able vinyl ones. We have had 2 'scares' with symptomatic visitors and deep clean needed. 'New normal' is face masks, hand gel, short consultations if F2F, telephone triage with GPs. Initially, Clinician were seeing virtually no one, this has been stressful for all, patients kept away as they were scared. Crash course in phone triage and video consultations! At peak, Easter time, Bank Holidays cancelled for staff. Rother House Hot Hub set up with 3x 3 hour clinics a week for symptomatic patients. KC was sole GP in last Friday, completed 40 consultations, 4 of them F2F, this is mirrored on a daily basis with approx. 10% of patients coming down to see GP. Current issue that secondary care have discharged their patient list and backlog now until 2021. As Hospitals out of contact, patients are going back to GP and asking them to chase referrals.</p> <p>Shielding patients given first appts of the day, when Practice has been cleaned overnight.</p>	
Covid feedback (All)	<p>JC has supported Mickleton Helpers, one patient commented that it has been hard to get an appt. JC feels new website is unhelpful, with no information about how the Practice is operating. (There is a red banner on the top of the website containing headlines and links for further information with latest news on how the practice is working.)</p> <p>TP uses Patient Access as first port of call and the message was that appts are not available, no explanation as to what to do. Felt like barriers in the way of speaking to the Practice.</p> <p>PM's family have used E Consult and telephone triage and found both useful.</p> <p>KT advised to shield and has never felt better as not seeing people! Found NHS communication confusing, but had a consultation with Dr Armstrong and worked like a dream. All patients he has spoken to have praised Practice for the quick actions taken to cope with the pandemic and provide a good service.</p> <p>PPG expressed concerns for GPs coping with phone consultations and impact on working day. KC replied that GPs have been adaptable but difficult not seeing patients as being able to see/hear/smell! Is so important.</p>	<p>Text messaging to be used to engage with patients more: to inform of changes to how Practice operates, particularly if a 2nd lockdown occurs. Also, to seek feedback on how we operate.</p> <p>Dentist to add information to the Meon</p>

	Some patients nervous about going into Practice to collect prescriptions again. Question about the dental surgery, this has now opened with 1 hour booked for every patient seen. PPE and working conditions very onerous.	website explaining how they are working
Flu Clinics	61% more patients to be vaccinated this year. Guidance is that PPE to be changed after every patient. Will complete for vulnerable patients first then 50-64s and shielded households from November. Possibly use village hall, with mass vaccination points at Wellesbourne and Stratford racecourse potentially. Volunteers may be needed to marshal. Back up plans needed in case staff need to self-isolate. PM queried whether patients could self-administer vaccine with Clinical support? Issue also in Q1 2021 when vaccines may launch. MP queried pneumonia jab, has been given with flu jab previously and could be done jointly for usual co-horts.	Once flu plan established, text to be sent to patients to explain the process
AOB	<ul style="list-style-type: none"> JC commented on low uptake for this meeting. AS responded that issues setting up meeting meant a few could not join, meeting was arranged at short notice. Also, since lockdown only 1 patient has joined PPG, ordinarily there are 2 or 3 new members a month. JC has requested that minutes are produced and circulated to all PPG members promptly. How can we better engage and seek feedback from patients? Flu jab season is an opportunity, also more active use of text messaging service. 	AS to circulate minutes to all 30 PPG members, also to contact the non-active members to ask for commitment. GPs completing Mum & Baby checks are actively seeking participation from young parents now.

NEXT MEETING DATE Wednesday 14th October, 2020 at 5.30pm