

Minutes SMP PPG meeting 10 June 2020 at 4.30pm via Zoom - DRAFT

1	<p>Present: EM, JM, HS, CL, JG, LJ, KC, AC, CC, EA, RB, CB, NF Apologies: PH</p>
2	<p>Welcome: NF thanked CL for use of Zoom, and all for attending the first virtual PPG meeting in Sutton. She reiterated that we were there to help the Practice and would keep the meeting as short as possible. PH needed to know about patient experiences so these would be sought on this occasion although not usually allowed in PPG meetings</p>
3	<p>SMP team reports EM/JM reported that the Practice had been extremely busy with following constantly changing advice and protocols, increased numbers of calls as well as face-to-face consultations. JM reported that they had assessed the capacity of the waiting room and worked out how many patients can safely be accommodated at one time.</p> <ul style="list-style-type: none"> - Patients coming in for appointments are asked to be punctual and to attend alone apart from children and carers - They are asked to wear a mask or scarf. There is a small stock of masks for anyone who turns up without but this is discouraged as it depletes supply needed for Centre staff. - Patients have a temperature check to gain access. <p>Additional measures are also being taken to manage infection control. Some consultations are now via video platform. eg for respiratory conditions, can check peak flow and inhaler technique by video. Can text a link to patients for them to submit glucose readings. They can also text links to leaflets etc. Patients are still brought in to the Practice where there are any concerns or where otherwise necessary. JM praised the Community Action Sutton team who with other voluntary groups, including Age Concern Sutton have set up a hub at Westcroft and done an amazing job distributing shopping, pharmacy items and befriending. This has really helped patients. HS reported that a number of online features had been added to the website eg registration and prescriptions (so that people not using app can submit requests) and that the website was regularly updated with information. She felt there were some issues around inadequate equipment and that some training would be beneficial in using the new systems. EM reported that methods of working had undergone a rapid change through necessity. He felt it was a positive change and was enthusiastic about the possibilities for future General Practice. Patients phoning in are called back and triaged as before. They then receive a phone call from GP or a video call or they are asked to come into the Surgery.</p> <ul style="list-style-type: none"> - People have been very ready to accept alternative methods of consultation - Clinicians learning how much can be done using technology and how to use it - Reduced number of face-to-face appointments - Online appointments better for people at work as they can fit in without need to visit surgery though it is recognised that some situations require visit. - Reduced paperwork to cut risk of spreading infection, so using: e-prescriptions; sick notes, referral letters; text follow up, leaflets; email death certificate and cremation papers. - 600 Covid19 high-risk people have been checked by the team by phone - Video calls can be made with AccuRx using PC if it has a video camera or the GPs own phone with ID withheld. It is quick and easy to use and patients like it. - Can send texts to which patients can reply with eg image or BP reading which is then saved to the patients record. <p>EM reported concerns about St Helier resuming radiology services because of the potential additional numbers of patients, lack of space and possible lack of control over their admission to the building. Also a patient may not have symptoms when they are referred to radiology but these may develop before presenting at the Jubilee Centre for X-Ray. KC expressed concern about the risk of missing something in a virtual conversation eg children at risk or someone being unable to express needs clearly on the phone. EM/JM reassured that triage assessment is the same as before and if there are any concerns, people are asked to attend surgery. EM/JM both welcomed many positive changes resulting from Covid 19. EM is keen to promote virtual services in future.</p>
4	<p>Attendees experiences Several members of the Group reported having had telephone consultations and follow up (eg prescriptions, B12 injection) all of which were excellent. The prescription service was very efficient and seems to be faster. One member reported an EMIS problem which HS will try to resolve. Self treatment via the pharmacy had also been used successfully by members and it was noted that the general public appear to be doing the same.</p>

	<p>Concern was expressed about the need to press a buzzer to be let into the Jubilee Centre but this was mitigated by immediate use of hand gel.</p> <p>The Marsden is operating well for mammograms.</p> <p>Concern was expressed about eye appointments from St Helier being conducted by phone.</p> <p>Action: PH would like to hear from anyone who hasn't replied about consultations during Covid.</p> <p>Action: HS to review EMIS problem</p>
5	<p>Minutes of last meeting were approved.</p> <p>Matters arising:</p> <p>Doctorlink is now in use via the website</p> <p>PCN – EM reported that this was very good. They have a WhatsApp group and find it very supportive and useful to share experience and how to deal with different things.</p> <p>Health Champion – It had not been possible for AC to carry out this role during Covid but she had offered to help if there was anything she could do. She had worked hard on the earlier Self Care initiative and was pleased that the benefits are now showing with so many people using pharmacists for advice.</p> <p>Wallington Community Wellbeing Charity – CL reported that recent events had been cancelled, but the October event TBC.</p> <p>Gary Mason Charity doing live playing and chat sessions on Zoom plus virtual Tai Chi.</p> <p>EM asked if Wallington Wellbeing could do more to promote and publicise virtual sessions and CL will investigate. EM said there are many isolated and lonely patients who would benefit.</p> <p>CL uses Facebook to publicise events and also has kept the SMP FB page up-to-date with Covid info.</p> <p>Social Prescribing – WallyWalks suspended until the Ramblers advise when/how to recommence.</p> <p>Action: CL will look into virtual events.</p>
6	<p>Survey</p> <p>All felt it was inappropriate to do a survey at this time.</p> <ul style="list-style-type: none"> - It would be an unnecessary drain on Practice resources - It would have to be online so unlikely to be completed by many people meaning any conclusions would be weak - Any findings would be unlikely to be able to be actioned because of Covid pressures <p>In general it was agreed that any future survey should ask objective questions and leave evaluation of the service to the annual GP survey conducted by the NHS.</p> <p>It was also felt that surveys would need to be conducted online in the foreseeable future.</p> <p>EM added that the new AccuRx system can send forms and links by text to targeted people which could be useful for a future survey.</p> <p>EM queried the usefulness of hosting a survey on the website as he felt not many people would see it.</p> <p>He asked about the numbers visiting the site and HS will find out.</p> <p>Action: HS find out recent website visitors to each page</p> <p>Action: Review possible survey in September but unlikely to be feasible in 2020.</p> <p>See what the questions might be at that stage and what technology is available.</p>
7	<p>Flu Clinic</p> <p>JM explained the issues around carrying out flu clinics, particularly as she anticipates higher demand this year and as yet there is no official guidance.</p> <p>Issues include: social distancing; appointment times vs drop-in; staffing; location; requirement to have all completed by November.</p> <p>She would ideally like to work with the Wallington PCN.</p> <p>They will probably need several ways to deliver.</p> <p>JM asked the meeting to brainstorm ideas and send in to NF who will collate and forward via HS.</p> <p>Action: NF will send suggestions made in discussion at the meeting to HS.</p> <p>Action: All PPG members please send any further ideas to NF asap for sending on to HS.</p>
8	<p>AoB</p> <p>EM had asked NF to find out if the survey is contractual and what other PPGs are doing. Only two PPGs had responded, one is doing nothing until at least September and the other is in lockdown, keeping in touch with the Practice and circulating PH emails. No surveys or meetings are planned.</p> <p>PRG meeting – KC and LJ had already offered to attend but RB had not received an invitation. LJ has submitted EM's question to PH about the survey and other PPGs so hopes there will be some answers from the PRG.</p> <p>Action: NF will check with Pam about RB being on the PRG mailing list</p>
	<p>Vote of thanks: The PPG expressed appreciation for the excellent way in which the Practice had worked so hard throughout this difficult time</p> <p>Action: NF will email HS to forward to team.</p>
9	<p>Date of next two meetings (likely to be virtual): 9 September and 2 December 2020</p>