

**PPG meeting via Zoom
7th July 2020**

Present: Dr Chaitra Hodegere, Doreen Brooks, Rex Rowe, Rose & Jim Clarke, Terrence Balanchine, Laurie Jeffreys, Sebnem Daniels

Apologies : Mary Hopson

1. The handover at RHR went smoothly and no issues received. They were getting support from other parts of their group during handover. Patients here now at 5,800. More stability with 3 clinicians with 6 rooms for use now. There are more appointments being offered with patients being triaged by telephone first. People are still rather anxious about attending surgery. Text messaging being used and Sebnem suggested that perhaps a text to tell people we are open for business and its okay to see a GP or nurse. Should texts be weekly or monthly?
2. When a patient has appointment a text will be sent the day before with instructions and to say that a mask needs to be worn. The surgery cannot hand out masks. A suggestion that perhaps masks could be charged and money sent to a charity but then masks have to be readily available. Scarves etc will do instead.
3. Next week appointments will be doubled and the doors will be opened. People will be asked to wait outside till time of appointment though.
4. One new reception staff started.
5. No nebulisers or ear syringing being done. Links to Bulwell if needed for certain procedures
6. Patients with long term conditions and mental health problems are being contacted.
7. Our patients are well down for Covid. Suggested that there may be a spike early August due to social distancing and no masks
8. Winter flu jabs.....Text messages will be sent to people who declined last year to see if they want it this year. Vaccine not available yet and could be a shortage. Possibly open at weekend for vaccinations. Suggested outdoor vaccinations in a tent etc? People in care homes first and the vulnerable people. Doreen asked about possibility of this happening in places like Lincoln Court, a warden aided complex.? But do all patients have to belong to this practice? Perhaps this could be looked at.
9. Need more members. Suggestions that a mass text from PPG or a forum on social media. Or Whatsapp. This would all need monitoring etc. Could advertise in the surgery and perhaps the staff could approach people also. Members also to ask friends etc.
10. We will be meeting like this for the foreseeable future .
11. Next meeting is September 22nd.