**Minutes of Patient Participation Group Meeting**

**1st December 2020**

[Bridgesppg2020@gmail.com](mailto:Bridgesppg2020@gmail.com)

**Present**

Bridges Staff; KVK, LE and KH

CCG Representative; JG,

PPG Members; SB, SI, TRBU, MCa, GeC, MTU, MaB

**Apologies**

None to report.

**Minutes from last meeting**

Previous minutes approved by members.

**Surgery Update from KVK**

* Dr Rebecca Trickey has joined the Practice and there are several new Receptionists starting over the next few weeks.
* The Practice has produced a policy requiring everyone to wear a face mask or visor. If a patient refuses they will be given an appointment at either end of the day, in a quiet room with good ventilation. This has been shared on social media and there are lots of signs up in both surgeries.
* Staff are now working from one site or the other as far as possible and screens have been installed in some of the office spaces.
* Thanks to SB and the volunteers for their help with the Flu clinics. They ran extremely smoothly with the Practice receiving lots of very positive feedback from volunteers and patients. The Clinicians also completed checks such as pulses and blood pressures. The Practice had the highest uptake of Flu vaccines this year with over 87% of our over 65 year olds being vaccinated and 69% of our under 65 year olds. We are about to start the 50-65 year old Flu programme with vaccines being procured from the Government. There will probably be one clinic in December with a follow up in January. Patients are being sent a text message and are being asked to reply with their intent so we have an idea about how many to expect.
* There has been a big push on condition prevention, in particular smear tests and these are now up to date.
* Patients wishing to have the Coronavirus vaccine will be called in line with Government guidelines, with the clinics being run as a whole with the rest of Weymouth. JG asked if we know where they will be held yet as concern has been raised about some patients not being able to access them. KVK said the site has yet to be confirmed but will be centrally based and accessible. Community nurses and current visiting surgery staff will be involved in giving the vaccine to housebound patients and those in care homes.
* Reception are very busy at the moment for various reasons so apologies if it is taking a while to get through on the phone. We have a new phone system in place which tells callers where they are in the queue and has call recording. There is an option for a separate prescription line which goes straight to the Pharmacy Technician. The Practice hope this will be an improvement and any feedback would be very welcome.
* KVK asked for members opinions on the Practice installing an intercom system at the front door of the surgeries. The NHS has had to work differently since Covid -19 with most patients having a phone Triage first and being asked to attend the surgery only if they have an appointment. Staff have been experiencing an increasing volume of patients who do not understand and will not comply with the new way of working. An intercom system at the door would reduce the verbal abuse towards staff whilst not being restrictive to patients who may be hard of hearing or struggle to use the phone. It was agreed that the surgeries should be a safe place for everyone.

It was largely felt this is a good idea by members with one member not in agreement.

SB asked if the Coronavirus Vaccine will be mandatory for staff. LE confirmed it will be voluntary as all other vaccines are currently, but the Practice will be strongly recommending it.

TRBU asked if patients will know which Coronavirus vaccine they will be receiving . KVK confirmed all patients will know and there will be lots of information given to patients, however they will not be able to choose which vaccine they have.

**Feedback from W&P Chairs from JG**

* The main topic for the latest meeting was the W&P questionnaire of patients experiences in accessing healthcare and using technology to communicate with their practice. They are encouraging everyone to complete it if possible as it closes on Friday 18th December. The Primary Care Network (PCN) are supporting it and have been sending out questionnaires including 1800 paper copies to various patient groups. There have been over 600 responses so far but the more patients respond the better the CCG can understand the needs of local patients and build better services in the future.
* There has been a low uptake in the gypsy and traveller communities and the Black, Asian and minority ethnic groups. If anyone knows any community groups the questionnaire can be sent out to please contact JG.
* The Bridges is a stand out practice for their PPG support and with driving forward plans for the future. SB was asked to do a presentation of our newsletter and the volunteer support at the Flu clinics to other surgeries. Huge thanks to Danni for producing the newsletter. It has received a great response from other practices and several would like to adopt the template for that and how SB organised the volunteer support for the flu clinics.

**PPG Projects SB**

* There is a befriending service being run called ‘Chat 2gether’ which is for volunteers to keep in touch with isolated or lonely people of all age groups including the elderly and young parents. The administrators set up the exchange of phone calls or letters to people who wish to receive them. If any members know of anyone who would like to be involved either to receive support or to volunteer please contact Rosie on 07902217942 or email [keepintouch.weymouth@gmail.com](mailto:keepintouch.weymouth@gmail.com)
* Hopefully the gardening scheme will be up and running this year.
* SB will speak to Isa Hooley about setting up Pre-diabetes sessions again in January or February.

**AOB**

* LE said patients who test positive for Covid-19 are able to borrow an oxygen saturation (Sats) monitor from the Practice. They are very small devices which enable patients to monitor their oxygen levels at home so they know if they need further intervention by healthcare staff. Volunteers are needed to take the monitors out to patients who may need them but do not have anyone who can pick them up from the surgeries while they are self- isolating. Please let SB know if you are interested.

**Date of next meeting and Close**

Next meeting set for Tuesday 12th January at 6.15pm via Zoom.