

# PPG Minutes – Virtual meeting 10<sup>th</sup> September 2020

## Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

### **Chairman's Welcome.**

Mick opened the meeting by welcoming everyone to the September meeting, and especially Mark Hobster our visiting speaker from the Alzheimer's Society. Mick said that he would adjust the agenda to allow Mark to present to us, and then return to the formal agenda later.

### **Visiting Speaker.**

Mark Hobson explained that the session he was presenting was normally conducted as a face to face exercise as there were some elements of group discussion, however, conducting the session remotely may present some slight challenges.

Mark gave a full explanation of what Alzheimer's was explaining the relationship with the term dementia. The challenges that patients have when encountering various situations was explained and how we could help those suffering this illness. Various questions were asked, and good feedback was given by members of the group. Mark said that he would forward some literature for us and gave information that is available to help and support both patients and their carers.

Following a series of questions and answers, Mick thanked Mark for the time he had given to us this evening and that the information would be of great help in the project that the group are working on.

### **Those Present.**

Mick Gregory (Chairman), Carole Jefferson (Secretary) Alison Atkins, Bhasker Khatri, David Meredith, Helen Davison, John Kershaw, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager)

### **Apologies.**

Peter Lewis, Anne Lockley, Ian Farnsfield, Elizabeth Sharpe, Shirley Siriwardena.

### **Chairman's' Introduction.**

Mick informed the meeting that he had received a letter from John Todd thanking everyone for the card that had been sent from the group. He and Jane had settled well into their new home which was only across the road from their son. He thanked everyone for the hard work and support that the group had given over the 10 years he had been involved and wished us all success in our work for the future.

Mick also gave information of a confidential nature which he had been given permission to share. Due to confidentiality and the fact that these notes will be posted in the public arena the information is not recorded.

### **Approval of Minutes and matters arising.**

The minutes of the previous meeting had been circulated. These were agreed to be an accurate record and were accepted. Any matters arising were included in the agenda.

### **Observations on changes to appointments system since Covid 19.**

Members gave feedback on the experiences they had since new systems were introduced, i.e. telephone consultations and video consultations. Those who had a need

to contact the Practice reported that for them the experience had been positive, and for those who had need to visit for a face to face consultation were reassured by the safety practices that were in place. An observation was made about call back times and if a time slot could be made available perhaps within a 2 hour window, as at present you make a call and wait all day for the GP to ring back. Paul explained that the list of calls are reviewed by GP's and those who are felt may need to be seen face to face are dealt with first to ensure they can be seen during the day.

### **Practice News.**

Flu Clinics – Paul informed the meeting that we are seeing a large uptake for flu vaccination appointments this year which is very encouraging. Booking is available online although there have been some problems with the TPP SystemOnline app as it will only show appointments one week ahead.

Staffing – Paul updated the meeting that Dr Glen Andrews has joined the practice working on a Monday, Tuesday, Wednesday and Thursday. Dr Odebode should be starting full sessions in November and our international GP, Dr Ailhilali will be starting her induction in October.

COVID-19 – Paul reported that the new appointments system is running well and the next alterations will be to improve convenience for patients e.g. using an online contact platform. The practice has re-opened Outwoods Medical Centre for booked appointments. The practice remains resilient on a day to day basis, one problem remains the time taken to get test results back for GPs and staff especially when children are unwell.

### **Project Groups.**

Patient Survey. Mick said that the survey is now available on the Practice website under the PPG tab, and encouraged everyone to complete it. Paul had also made reference and provided the link in all the letters that had gone out regarding the Flu vaccinations. Mick had written a PPG Newsletter in which he emphasised the importance of the survey especially during these current times. The Newsletter had been sent to all those in the Virtual Group, thank you Paul for doing this.

Dementia Friendly Group and Bereavement Support Group. Alison as lead for the Dementia Friendly Group and Mick for the Bereavement Support Group both reported that due to the current Covid situation no meetings had taken place. It was agreed to leave both projects until next year and relaunch them as and when the opportunity for face to face meetings become available.

**Agenda items for the next meeting** – October 8<sup>th</sup>, please forward to Mick Gregory.

**Date of next meeting**, October 8<sup>th</sup> 2020 5pm Invites to the meeting via Zoom will be circulated.

**AOB** There were no matters arising. Mick said that he had received a message during the meeting from Carole to say that she was attending whilst on holiday and was in a local pub using their WiFi, but it had got a little busy and noisy and so she had had to leave the meeting.

Minutes agreed and signed as correct..... (Chair) Date.....