

**Manor Park Surgery
Patient Participation Group
Friday 27th November 2020**

Attendees:

Matt Barton (GP Partner)
Karen Wood (Patient Engagement Manager)
Joanna Ford (Site Coordinator)
Jacqueline Worthington (Patient Representative)

1.	Welcome and introductions (MB)
2.	<p>Our Ground rules:</p> <ol style="list-style-type: none">1. Confidentiality – what is said in the group stays in the group.2. Avoid personal references - as patient leaders we think about the needs of the wider public.3. Avoid assumptions – base discussion on evidence and good practice.4. Listen – listen actively and attentively. Avoid interruptions.5. Challenge - critique ideas, not people.6. Find solutions - build on one another’s comments; work toward shared understanding.7. Do not monopolize discussion – give others chance to speak8. Respect – other people’s thoughts, ideas and suggestions (even if you don’t agree with them)
3.	<p>Coronavirus – Your Practice is here for you.</p> <p>In March guidance started to come into primary care on precautions we should be taking to keep both patients and staff as safe as possible from Coronavirus. Following lengthy discussions, it was decided the doors would close to the practice and all non-urgent tests and treatments should be postponed and all GP appointments would be changed to telephone consultations (in the first instance).</p> <p>The doors were closed to allow our care navigators to properly screen people before entering the practice. The initial plan was to purchase Perspex screens for our reception desk. After attempting to obtain quotes for the purchase and installation of the screens, it became quickly apparent that this was not an option at that time due to lack of available Perspex in the UK.</p> <p>After discussing our options, we began to use the side entrance with clear signage for our disabled patients and anyone who may struggle with the stairs with</p>

	<p>instructions on how to let us know if they needed to use our main entrance (Direct telephone number to reception and installation of doorbell at main entrance).</p> <p>We removed chairs from the waiting rooms to ensure social distancing could be adhered to. The clinician will wipe down the chair with anti-bac wipes after calling a patient into the clinical room.</p> <p>When Perspex became available again we had screens erected all the way around our reception desks, a one-way system introduced to the practice and a video doorbell so patients can be screened for Covid symptoms before entering the building.</p> <p>We are working with the West Leeds Primary Care Network on renting a portacabin and this will be used by all practices within the network for vaccination programmes and possible face to face consultations where the patient is unable to enter the surgery due to Covid symptoms but still needs to be seen for something else. We do not yet have a date for installation of the cabin.</p>
4.	<p>How we have Supported our patients to feel as safe as they can?</p> <p>Our fantastic nursing team have continued to offer smear tests, vaccinations and where possible have conducted chronic disease reviews over the telephone to ensure patient care has not been compromised. We were advised to stop appointments where close contact for a long period of time would be needed. Thankfully after receiving full PPE and guidance we have recommenced most of these appointments.</p> <p>Flu clinics were arranged, and patients contacted as normal. We have been conducting these clinics outside to ensure enough ventilation and social distancing. The practice purchased an air gazebo for the flu clinics after our original gazebo flew away.</p> <p>Flu Vaccinations for 50-64yr olds has been widely discussed in the news and we are hoping for our delivery late in December. We will then be contacting those patients while still offering the vaccine to the other eligible groups. Please encourage your friends, family and neighbours to get in touch if they are eligible and have not yet had their flu vaccine.</p> <p>Coronavirus Vaccine – This has been widely discussed in the media and we are still awaiting further guidance on the delivery and availability of the vaccine. Once we have definite clear guidance and have a confirmed date of when we might receive these, we will be contacting patients.</p>

<p>5.</p>	<p>E-Consultations</p> <p>The practice has now introduced a new service called E-Consultations. This allows patients to go on to our website, complete a form for a variety of different things such as:</p> <ul style="list-style-type: none"> • Medication Requests • Sick Notes • Clinical Queries • Admin Queries • Able to attach pictures of skin problems etc. <p>For those who feel happy and confident communicating in this way, it saves waiting on the telephones. This will also free up the telephones and hopefully bring waiting times down.</p>
<p>6.</p>	<p>West Leeds Primary Care Network</p> <p>As we are part of the West Leeds Primary Care Network, we are still able to provide weekend and evening GP appointments which can be booked by phoning Manor Park in the normal way. These are telephone consultations initially as with all GP appointments and if a face-to-face review is required then one will be arranged.</p> <p>The network is also providing medication reviews, contraceptive clinics, physiotherapy and wellbeing advisors. All these clinics are running with extra precautions in place such as PPE and increased cleaning between patients.</p>
<p>7.</p>	<p>PPG Funding</p> <p>During our network wide PPG meeting, Adam from the CCG discussed some funding that is available for PPG's to apply for to use for projects within their practice or community.</p> <p>Before our meeting today I got in contact with Adam to enquire when this funding would be open to applications. Unfortunately like many things, this has had to be postponed to the Coronavirus and the reallocation of resources. He has assured me he will inform me when it is open to applications.</p> <p>Please keep any ideas or thoughts written down that may spring to mind.</p>
<p>8.</p>	<p>Staff Updates</p> <ul style="list-style-type: none"> • Dr Liam Allender has joined the partnership and is working 4 days (Mon, Tues, Wed & Fri). • Hannah is in her third week of training with BSA in a customer service apprenticeship. Hannah will also be trained with our care navigator teams.

	<ul style="list-style-type: none"> • Shamilah, our care navigator has given birth to a little girl called Alayna and is currently on maternity leave. • Harish (our practice pharmacist) has welcomed his little girl into the world, her name is Myla. • I (Karen) will be going on maternity leave in April to have my second baby. Joanna (who is here today) will be taking over my role while I am on leave and why she is joining us today. • Dr David Bell is leaving the practice at the beginning of January. He and his family are moving into the countryside. • Judy Gordon is a new GP who is joining us from Abbey medical in February. • Charlotte Wills will be joining us from Chevin Medical in January. <p>We will then have 10 GPs at the practice. We are sincerely hoping this improve our patient satisfaction by being able to offer more appointments.</p>
9.	<p>AOB</p> <p>Kevin Ritchie sends his apologies for not being able to attend today. He would like to ask “was how does the surgery and what is the uptake like on the Annual Health check for people with Learning disabilities, which I believe is available from age 14+?”</p> <p>Dr Barton – Uptake this year has been poor with many of our patients who require these annual health checks shielding and this been on hold while normal services resumed. We are trialling a new approach as follows:</p> <ol style="list-style-type: none"> 1. One of our health care assistants will phone the patient to gather what information they can over the telephone and explain the process. 2. A booklet will be sent out to the patient for them to complete (with help if needed). 3. A physical appointment is arranged for blood tests, weight checks etc. <p>So far, this method has been a lot more successful than sending out invitation letters.</p> <p>Jacqueline enquired into the children's flu vaccine for her 7yr old grandchild who missed this at school. This is not something the practice is covering, and patients can contact Intrahealth who are providing this vaccine to ask about “catch up” programmes on 03333583397.</p>