



**WE ARE HELPING TO
DEVELOP A STRONGER NETWORK
OF PPGS IN DORSET**

**Royal Crescent & Preston Road Practice
Patient Participation Group (PPG) Meeting**

26 June 2020 12-1.30pm
Held via Zoom Video Conference

Notes of Meeting

		Action
	<p>Attendees: Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (Preston PPG Chair) Peter Greensmith (W&P PPG Locality Chair) & 21 PPG Members (14 PRS, 7 RCS) Chair – John Hewitt</p>	
	<p>This Joint Surgery PPG meeting was held to update the PPG on changes in Accessing General Practice during Covid-19 and answer PPG questions.</p>	
1	<p>How is the surgery coping during the Covid pandemic? What has gone well and what difficulties have the surgery faced? What new systems have been put in place? Preston premises were closed from April 1st, and the surgery ran from Royal Crescent Premises. The surgery ran on minimal staff, with enough staff needed to run the surgery whilst other staff, who were able to, worked from home. All appointments that had been booked in advance, needed contacting and re-arranging. Appointments were booked as a telephone consultation for GPs to triage and bring in the patient only when necessary. Any patient with Covid symptoms were seen at Weymouth Community Hospital (hot clinic). A recorded message was put in place when patients dialled the surgery, requesting if possible, that patients complete an Econsult via the Practice Website if they needed GP advice or an appointment. This was to help receptionists with the increasing number of telephone calls to the surgery. Subsequently the amount of Econsults the practice receives have increased substantially. Prescriptions were processed electronically and sent direct to pharmacies for patients to collect their medication. Video consultations started with patients that were able to use this facility. The use of Zoom for meetings within the practice, and those working at home, and the locality have proved very beneficial and will continue.</p>	
2	<p>Is Consult the preferred route to arrange a Face to Face (F2F) appointment? Econsult is the preferred route in the first instance, through the algorithm process some patients may be directed to another service, such as a pharmacy or hospital for their problem. It provides the GP with background information relating to the patient. If a patient does not have internet access or finds it difficult to navigate/answer their query, then they may phone the surgery to request to a telephone appointment. Some PPG members said they had used Econsult several times and found it to be a great process with a quick reply from their GP. It was noted that if a person has multiple problems this does not work so well.</p>	

3	<p>how are patients finding/coping with the current access arrangements? Any major issues?</p> <p>There were no issues reported by the PPG</p>	
4	<p>How successful are Telephone appointments? What % of patients still need to be seen F2F after a Tel appointment? Will these continue after lockdown ends?</p> <p>The surgery has always offered telephone appointments and will continue to do so. They are mostly successful; however, this does depend on a good phone line with no background noise. For patients with a hearing difficulty this can be an issue.</p> <p>GPs need to be sure that patients have understood what the GP has said along with any planned treatment or follow up. If a GP feels a telephone consultation would not be appropriate, or they need to physically examine the patient, they will arrange to see the patient at the surgery or by a home visit if the patient is shielding.</p> <p>Roughly 15% of patients will need to be seen face to face after a telephone appointment.</p> <p>The PPG asked whether GPs prefer telephone consultations or Econsult? Leanne will find out, and it was hoped a GP would be present for the next meeting.</p>	Leanne
5	<p>What is the comparison between the level of activity at the surgery during lockdown and pre-lockdown?</p> <p>During lockdown GPs noticed their workload dropped to around 75%. Practice nurse appointments dropped to 50-60%, and only saw patients where absolutely necessary. Any routine procedures were postponed.</p>	
6	<p>How have the practice helped vulnerable patients that are shielding, and ensured they know where to access help if needed?</p> <p>The practice already has a 'Proactive Team' who look after our most vulnerable patients. Patients who needed to shield were sent a letter via the Government with advice. Shielding patients who were vulnerable / or had multiple conditions, were phoned to check on their welfare and ensure they knew how to access any help with food or medications etc. Searches were run to identify patents that are seen often in surgery and were called to check on their welfare. The reception team were able to give advice via telephone when needed and the Practice website was updated as and when new information came in.</p>	
7	<p>What are the plans to resume normal practices once restrictions are eased?</p> <p>Discussions are being held with the other practices in the locality, and this will depend on further guidance. There is a lot to think about, especially with flu season approaching and how to carry out socially distant flu clinics.</p> <p>Discussions have been held around Long Term Condition reviews. The reviews will continue, but some may involve a questionnaire sent to patients in the first instance, and only patients whose condition needs further management will be brought in/or telephoned. Some will have a video consultation review.</p>	
8	<p>Future Projects</p> <p>How can we help patients manage their emotional health & wellbeing?</p> <p>The practice website is being updated to include a Mental Health & Wellbeing page, and will include links such as https://www.nhs.uk/oneyou/every-mind-matters/</p>	
9	<p>AOB</p> <p>Future meetings to be kept to an hour, with a main topic, and if possible, outside of normal working hours to allow PPG members who work to attend.</p> <p>All agreed the meeting via Zoom went well and this should continue, post lockdown to allow members to attend either physically (Covid guidelines permitting) or via zoom.</p>	
10	<p>Date for next meeting – To be arranged</p>	