

Patient Participation Meeting Minutes
22nd July 2020

Present: Dr Farida Ahmad, Nicola Oxenham, Kenneth Froom, June Hampton, Fiona Drury, Tamsin Kozak, Anna Smith and Anthony Bird

1.	<p>Firstly can I thank you all for attending the PPG Meeting during this difficult time. We all managed to keep a safe distance but appreciate it was difficult to hear everyone due to mask wearing. It was good to see some of the creative and interesting masks that some were wearing.</p> <p><u>What would you like to gain from these meetings?</u></p> <p>We still need to agree on a PPG aim, purpose, statement and goal – A MISSION STATEMENT.</p>
2.	<p><u>Waiting Room material:</u></p> <p>Dr Susan Clark has a project in place in the waiting room. Picture frames containing ‘help’ posters, laminated self-help sheets, art work and unfortunately at present, due to COVID, magazines have been taken away.</p> <p>At the last meeting it was discussed about the WHSmith Network in Swindon who donate unsold magazines but on querying, an email was received informing all titles are sold on a ‘sale or return’ basis with the wholesaler so stores do not have any left over issues they can donate.</p> <p>Still chasing Company who offer free magazines for GP Surgeries but no response as yet (freemags.co.uk).</p>
3.	<p><u>Car Park Idea</u></p> <p>Discussed with partners who agreed a good idea but on hold due to COVID.</p>
4.	<p><u>COVID</u></p> <p>It was discussed how well HHC has dealt with COVID, providing a good service and we should keep the telephone consultations, video consultation and emailing of prescription requests after COVID. Patient Co-Ordinators were given praise for dealing with difficult situations beyond their control.</p> <p>Other items discussed were:</p> <ul style="list-style-type: none"> • Phone lines and the possible amount of time it takes to get answered • E-consult was promoted and the contact form on website • Concerns were raised about the patients who do not have IT to use these facilities. Have asked Nicola Frisby, Data & IT Manager to produce a report of how many patients do not have access to mobile/emails. 23% of Practice do not have a mobile number or email on their records • Website needs to reflect face book page but notice this is already available but no twitter account, will also ask Nicola Frisby to look into this along with snapchat, Instagram and next door app. • Changes are always being updated on the TV system and website • More information on when routine medication reviews, services will resume. • Link HHC website to other local organisations such as Lockleaze & Horfield Hubs. • Bristol City Council was praised for calling shielded patients and offering to organise prescriptions, food and dog walking facilities. • Pharmacists also praised for way they have helped local residents. • Everyone liked the clapping on a Thursday as felt this brought the community together and lifted their spirits.
5.	<p><u>Any other business:</u></p> <ul style="list-style-type: none"> • When will texting resume for the Chronic Disease appointments? Diabetic patients should receive a text to either book a blood test or a text informing they will be contacted again later this year. Asthmatics and COPD patients are receiving phone calls to discuss their condition. • Post Covid outcome? The team realised they needed to adapt to a rolling change, not quite post covid yet. They have decided to keep the telephone triage before booking any appointments but are seeing more face to face patients. More texting to patients and asking for photos to be sent, e-consult and some video consultations. It is an evolving process and they currently meet on a fortnightly basis. • Video a scenario of the Social Prescriber and a patient’s experience



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	<ul style="list-style-type: none">• Create an in-house survey on our website for patients who have had the experience of coming into the surgery during COVID.• Volunteer drivers and their role within HHC.• Terry Kemple and Tom Pelly are looking into 'Green Climate Change' and PPG have suggested:-<ul style="list-style-type: none">- More solar panels and look into getting a grant to fund it- Rain water flushing/reservoir- Community garden/vertical gardens- How to do grow?- Lights on sensors and change to LED• Farida would like ideas what PPG could do for Xmas to help some of our patients. Suggestions are:<ul style="list-style-type: none">- Raffle- Hampers- Car park fete- Local churches
6.	<u>Next Meeting agreed to be held on Wednesday 22nd November 2020 at 7pm – Look forward to meeting you all again then.</u>