

Patient Participation Group

Heath Hayes Health Centre/Chase Medical Practice

29th October 2020 6pm

Socially Distanced seating

Present

Gordon Alcott - Chair

Carol Smythe

Pat Gore

Pauline Scott – Practice Manager

Linda Jones – Nurse Practitioner

Apologies

Jean Gobsill

Welcome to all by Pauline and Thanks for attending the socially distanced meeting. Gordon pointed out that no quorum was present, therefore no decisions could be made.

Minutes of last meeting and AGM read by all, AGM will take place when activities return to normal.

Chair Report - Gordon

Gordon will attend a zoom meeting with CCG PPG group in November. Pauline thanked him for his support during the pandemic with help in securing PPE and general support to Practice.

Tier 2 will be in by the end of the week.

Thanks to all of the Practice staff for the hard work through pandemic and support to Patients.

Pauline Report

Flu clinics have gone well over 2000 Patients vaccinated to date. All thought the clinics had run well and next year we would follow the same format and do over 1 week at both sites.

Staff who are BAME supported within the Practice by keeping front doors closed and using intercom systems, all agreed this was good for both Patients and staff keeping everyone safe.

A new addition to the telephone system is to be installed on 9th November, Patient Partner, this will allow Patients to book appointments 24/7 seven days a week on the telephone for both Doctor and Nurse appointments. The system will enhance the Patients opportunity to book an appointment, a receptionist will also be able to book appointments as they already do. Carol offered to do trail bookings for us.

The Practice now look after all Patients in Abbey Court, Alma Court and Needwood House Care Homes, this helps with continuity of care and support for care home staff.

The Practice are awaiting advice from the CCG about inclusion to a PCN, hopefully this will take place in the next 2 weeks.

The Practice is looking at doing ECG's for Patients in house.

Heath Hayes is to have some refurbishment works carried out, new flooring and decoration and new ceiling tiles to Patient areas and lighting in reception area. Chase practice looking for monies to have an extension to the right of the building to have more clinical rooms. NHS funding available to bid for.

It has been a tough time for all staff at the Practice and everyone has worked well as a team and has not suffered too much time off from staff due to Covid related issues. This it was felt was due to good infection control procedures and planning at the very start of the pandemic. Everyone agreed that keeping the Practice doors closed and temperature checking all Patients' before they entered the building was a good control measure to keep everyone safe.

AOB

Carol requested that a shelter over the entrance would help in the bad weather if Patients did not have a vehicle to wait in. Pauline to request this from estates.

Meeting Closed 7pm