

Painswick Surgery

Minutes of Patient Participation Group by Zoom

Thursday 3rd December, 2020 at 4.00pm.

Present

Mike Mack-Smith, Practice Manager (M M-S), Dr Evans (RE), Julie Hughes (JH), Anthony Fisher (AF), Brett Hutton (BH), Anita Morley (AM), David Perry (DP), Jane Rowe (JR) and Jenny Vallely (JV).

Apologies

Angela Crossley, Jennifer Stark, Stephen Tye, and Drs Heywood and Kirkham,

Minutes

1	BH, as co-chair, undertook the role of meeting chairman. During the course of the meeting the minutes of both the 4 th February and 29 th September meetings were tabled and accepted. It was agreed that in future they should be posted on the new website as well as the waiting room notice board.	M M-S AF
2	MM-S introduced us to Jenny Vallely (JV), who is an experienced Practice Manager, and is working with MM-S on various procedures.	
3	MM-S reported that probably the first vaccine would be delivered to patients at the Rowcroft surgery in Stroud although the aim was eventually to get it administered at the surgery. The situation was however still not clear. Possible starting date was three weeks. It might be possible for PPG to help with transport of patients into Stroud.	M M-S
4	RE told us that the recent peak in cases was higher than in April but there were fewer severe cases possibly due to improved medication. There were now outbreaks in Resthaven (Five) and Richmond. These were mainly asymptomatic only found by testing.	
5	RE reported that he could not see how they would manage without Econsult. There were now more consultations than before the pandemic and most patients' cases were doctor reviewed within 24 hours. A minority of patients found it frustrating and expressed their irritability to the receptionists. DP will draft an item for the patient news in the Beacon to explain that a Pain score over 6 would lead to an instruction to ring 111. DP agreed to compile a list of helpful hints on how to use Econsult and asked the meeting to contact him with suggestions. The list could be made available to patients via the Surgery website, The Beacon and the PPG newsletter.	DP
6	Econsult have apparently not been giving feedback but are contractually required to give it to the Practice. MM-S to follow up and find why we are not getting it and how we can give feedback to them.	M M-S
7	MM-S reported that they were working to bring their list of carers up to date. BH asked that there should be a link to the Gloucestershire Carers' Hub on the practice website. Also that we should have a Carers' champion.	M M-S
8	MM-S told the meeting that the new website would look very much like Locking Hill. Work was ongoing getting policies in place to deal with the improved functionalities. He hoped that this would be up and running in two to three months.	
9	BH asked for ideas as to how we could attract younger people to our PPG meetings. One suggestion was to offer it as part of work experience. JH suggested that details should be included in the new patients registration pack.	JH
10	RE reported that mental health issues are up 50% during the pandemic but but they were generally not extreme cases such as self harming. Self treatment was playing more of a part with surgery giving links to online help. BH reported the Berkeley Vale Group and the SDC youth group were doing good work and there should be links to them on our website. JH left meeting at this point.	M M-S
11	The practice was taking part in a pilot scheme with the CCG using a machine to give a full blood count and differential. Only being used to decide if admission to hospital was appropriate at the moment but likely to become more useful soon when it would be used to differentiate between bacterial and viral infections.	
12	BH agreed to continue to attend the Stroud & Berkeley Vale PPG Cluster.	BH

13	DP drew attention to the need to have a further meeting to revise our Code of Conduct.	
14	It was agreed to have another Doodle consultation about the next meeting. The time frame to be the last week of Feb and 1 st week of March. DP/BH to arrange.	BH/DH