

## Beaconsfield Rd Surgery PPG Zoom meeting 4/8/2020 at 7.30pm

### Attended

Lynne Mitchell (Chair), David Standen (vice chair), Angela Millington, Jen Hesmer, Lin Holmes, Alison Green, Andree Stevens and Dr Milan Radia.

Minutes from last meeting were agreed at the second meeting

David told everybody that the Zoom meeting was recorded for Lynne to do the minutes.

### Agenda

- Dr Radia to talk to group about the surgery life during and after lockdown and an update about the new surgery Health Centre
- Questions from the group to Dr Radia

Dr Radia was welcomed to the group. He talked about the following,

### Appointments

Open surgeries will not return, (25+ patients waiting will never happen again due to infection control).

- Every patient will be triaged by telephone call with a checklist of Covid symptoms.
- No one can enter the surgery without this phone call.
- Not all appointments need to be face-to-face appointments, but when deemed necessary you would be given an appointment to go to the surgery.
- You should not arrive more than 5 mins before your appointment and there will be no more than 5/6 patients ever waiting in the waiting room.

### Digital communication

Use of digital communication will be the way forward in the future for NHS England, with patients using a smart phone, ipad or computer where possible. These programmes are available for patients.

1. Patient Access for repeat prescriptions
2. Engage Consult to tell the staff your medical problem
3. NHS app.
4. Text message/Mjog messenger reminders for appointments/blood tests etc

5. Some hospital outpatient appointments may also use visual appointments. The group were concerned about facemasks hindering communication for patients with moderate hearing loss. It was suggested to Dr Radia that part of the triage of a patient should be asking this question so it can be put on a patient's notes.

Dr Radia spoke about how successful Engage Consult programme was and it was being used by patients.

Where patients do not have access to digital communication then telephone appointment will be used.

Patients will need to register for online services (see Beaconsfield Rd Surgery website.) if they can.

The surgery has bought the Zoom programme for various staff meetings and training where needed and possible to do online.

PPG will be using the Zoom surgery account for future meetings rather than using the free one which makes the meetings too short.

### **New Surgery Building update**

Dr Radia updated the group with the fact that the project costs had expired on March 31<sup>st</sup> 2020 and the Beaconsfield Surgery business manager has to do a full business plan to make a case for more funding to CCG and NHS Englan. Also in the interim period to look at various options to present to CCG and NHSE since running 3 sites is unmanageable with the work force he has.

The group asked Dr Radia various questions

- Prescriptions. Electronic dispensing is being used by a few patients but the majority of patients use the existing methods of ordering repeat prescriptions which continues to be successful. The surgery will no longer accept repeat prescription requests on Engage Consult.
- Health checks will continue through blood tests and telephone appointments with a visit to the surgery if needed.
- Shingles jabs, there is a backlog because each patient appointment requires face to face contact and time to clean room and change staff PPE equipment. Priority is being given to child immunisation.
- Winter flu jabs, the problems facing the surgery of when the surgeries can get the vaccine for a much larger number of people who are now eligible and how it is going to be delivered safely. Logistically they cannot follow how the flu clinics were run in previous years.

- NHS 111 appointments. For the last 3 months, each surgery in UK had to keep 1 slot per 500 patients free for NHS 111 referrals.( which for Beaconsfield Rd surgery was 22 slots each day) During lockdown in Hastings and the whole of Sussex no slots were used by NHS 111. This will continue.

### Outcomes of the meeting.

Lynne to contact Sue Bendell and Jackie Horton, re information on newsletter and website and FB page. A member of staff will be invited to a Zoom meeting when the group need some information and a senior partner to be invited quarterly.

The group to bring questions about building plans for new Surgery building to the PPG meeting on 15<sup>th</sup> September.

The group to look at a survey/poll to patients about Engage Consult and other digital communication

Next Zoom meetings Tuesday 1<sup>st</sup> September 7.30pm and 15<sup>th</sup> September 2020

David will send out an email with the link to all members of the PPG group