

Patients' Voices – The Garden City Practice
Meeting 40 – Wednesday 3 June 2020 held on Zoom

In attendance: Dr Archdeacon, Sarah Ellingworth, Natalie Cox, Martin Norman, Martin King, Cliff Wilson, Paula Lawrence, Michael Beckett, Janet Gibson

Apologies: Colin Leeson, Tony Baird, Sheila Wintle, Rob Frost

20.23 Welcome and membership

SE welcomed all to the meeting, the first one to be held on Zoom.

20.24 Minutes of previous meeting

The Minutes were approved for signing.

20.25 Matters arising

SE discussed all the actions to be taken from the previous meeting and the group confirmed that, in the current circumstances, these would be carried forward to a future meeting.

20.26 Declarations of interest

There were none.

20.27 How the Practice is currently supporting patients

SE reported to the members the current triage model of the Practice which is now a national Primary Care model recommended by NHS England and has been in use since March. Patients are initially assessed by a video or telephone call and it was emphasised that if patients need to come in to the surgery they are given an appointment to do so to meet a clinician. The Practice is seeing an increase in calls as lockdown measures ease but appointments for future appointments, requested by patients, are still at a lower level than usual.

It was also noted that return calls made back to patients by clinical and support staff at the Practice have been easier by the nature of most people being at home these last few months.

The Practice is encouraging patients to use e-Consult <https://gardencitypractice.webgp.com> when they want to send photos to the Practice. This is a secure service and is more confidential than attaching a photo to an email. If a GP needs to see a photo during a consultation they can send a request link for a patient to reply to via their phone.

CW asked further about security and patient confidentiality. NC confirmed that all Practice staff can access patient records but only when necessary. Any information sent on the e-Consult system is linked to the patient's records directly. If a patient does not wish to use this system an appointment, as usual, can be made to see a clinician in person.

MN will put some text, to be sent by SE, on the Practice Facebook page to inform patients of current procedures.

PL asked if blood tests are being conducted at the clinic. SE confirmed that no phlebotomist is currently working out of the Practice and all blood tests are being taken at the QEII Urgent Care Centre.

SE advised that the Practice website has a section on Coronavirus giving general information and links on mental health and support.

JG mentioned that Music24.org.uk is still giving support to those with neuro-disabilities, learning disabilities, dementia and mental health issues in Beds & Herts. SE will add the link to the Practice website.

20.28 Flu programme

SE advised that the Practice anticipates a high take-up of the flu vaccine this year. The programme will start in September and patients eligible for the free vaccination will be contacted in August. The Practice is currently working on the management of social distancing in order to run the flu clinics safely and efficiently, and in line with Coronavirus guidelines at the time.

Members of Patients' Voices confirmed their willingness to help at the clinics as usual, giving support as navigators.

At the flu clinics, as with current visits to the Practice, all patients and staff will be required to wear masks or face coverings. The letter inviting patients to come to the flu clinic will emphasise the need for face coverings. Patients will be required to wait outside, rather than in the Practice buildings, and appointments will be slightly longer than usually allowed for flu vaccinations.

20.29 Cancel Out Cancer

Further to the event previously held it had been anticipated that a similar event would take place again this summer. As this is now not possible the group discussed ways in which the message of cancer awareness could still be made available. PL suggested that videos, perhaps taken from charity websites, could be linked on the Practice's own website. PL and MN will work together on this. NC also advised that the breast screening programme that was to be situated at the Morrisons car park had been put on hold but will check to see if invitations are now being sent out.

20.30 Communication strategy in current lockdown

This is currently on hold for discussion at a future meeting.

In the meantime all patient communication is done via telephone or, for patients who do come into the clinic, via the waiting room screens. The usual newsletter has not been produced as the Practice does not wish to distribute unnecessary paper during the pandemic due to the concerns about contagion.

In answer to questions about some patients being unable to access online news feeds, Dr Archdeacon confirmed that she is happy that all patients' needs and communication is being accommodated.

20.31 Any other business

No other issues were raised.

20.32 Date of Next Meeting

The next meeting will take place on Wednesday 5 August 2020 at 7 pm via Zoom.

Actions

- SE to add link to website for mental health support Music24.org.uk
- NC checking on breast screening invitations
- SE to send text to MN for Facebook regarding the triage system
- PL & MN to research video links and information for item on Cancel Out Cancer *
- **The following actions are carried forward from meeting 39:**
- AD to obtain further details of Dementia friendly film screenings at Campus West
- SE to follow up regarding possibility of a stall for the Practice at the Centenary celebrations on 11 July 2020 – the nature of the centenary celebrations will be changed.
- MN to give Practice self Check-In poster for display
- SE to provide CL with details of the Cancel Out Cancer regional organiser – discuss at future meeting in line with work being carried out by PL & MN above *
- SE to contact PV members on 25 March to advise whether AGM to be held on 1 April or deferred until 13 May 2020 – the nature of an AGM to be decided.