Barton House Group Practice

Virtual PPG Meeting

**Thursday 26th November 2020**

**Time: 1.00**

1. **Present:** BN, DB, SM, JD, EP, CD, WD, GR, GC, IA, RB, TL, DE, CC, JB, LW, KY, P BW, KT, EJ, BS

* 1. **Apologies**: PK, SC, JN

1. **Welcome and Introduction**: SM introduced herself welcomed all to the first virtual meeting.
2. **Updates From Barton House GP:**

**3.a How we are keeping on, Patients, staff safety and social distancing?**

SM feedback: it’s been six to seven months since lockdown. Most people in isolation have experience mental health issues. It’s been difficult to maintain social distancing on the streets.

Queries regarding prescriptions:- When requested, patients are receiving messages to say they have requested it too early. Rejected prescriptions are causing patients to have anxieties due to shortage of medication supplies.

Due to lack of social distancing and people not following the government guidelines this has led to Patients anxiety level increasing. The general public have been taking this 2nd lockdown less seriously.

PPG member asked “What to change or add to cope with anxiety”?.

RB member replied “Melatonin, though only prescribed in secondary care”

**3.b What appointments and services currently available**:

BHGP offering telephone appointments for all services, and seeing patients face2face when needed. A new service introduced has been to us AccuRx, video links. Doors are open all the time and blood tests are offered to patients all the time. This has led to less appointments for HCA’s & nurses as there is always cleaning required.

There are no Covid-19 patients allowed in the practice. If a patient confirms any symptoms of Covid-19, patient will be referred to the Hot Hubs, currently at John Scott, transferring back to St Leonards.

**3.c Why are flu vaccines and COVID-19 Vaccines practically important this year**? **What are our plans and targets**? Covid Vaccination details will be available on our website. Patients told to wear masks when coming into the Practice. All clinicians wear full PPE.

Patients are advised to have flu jabs, to prevent complications leading to Covid-19.

From 1st December, patients of age 50 years of age will be advised to have the flu jab. Everyone eligible will be notified of the availability of the flu jab.

BW impressed with the way the flu clinics have been conducted.

**3.d Reception desk completed** - Funding provided by the CCG.

Online system works really work.

1. **Patient and carer feedback:** - Telephone System (Voice Connect), patients to call and book appointments without speaking to the

Receptionist is up and running.

1. **Summary and Close:**
2. **Date of Next Meeting:** 25 February 2021