

## Patient Participation Group Meeting Held on Zoom at 4.00pm On Thursday 14<sup>th</sup> May 2020

### Present:

**PPG:** Nigel Engert, Sharne Compton, Sue Crisfield, Hazel Rodber, Roger Farnsworth, Tanya Camberwell

**WHC Staff:** Sarah Jones, Jay Nation, Trudy Pink

**Apologies:** Brendan Adams, Steve Gleghorn, Janette Cronie, Steve Gleghorn, Kath White, Melissa Kelly, Gordon Stevens

### Practice Update/ PPG Questions answered:

- 1. Has the COVID situation impacted the WHC in any adverse way, or indeed to possible benefit with increased calls to 111 and telephone appointments becoming more acceptable resulting in less face to face work for WHC?**  
The biggest impact was WHC not having clear instructions from the beginning from NHS England. Also the confusion to patients re being high risk and being told WHC were doing letters which wasn't the case as they were all being sent from the government centrally. Yes less F2F appointments but much more patients being contacted through video consultations, photos being sent in by emails along with engage consult also.
- 2. Do we have any COVID patients in the practice area? if so how many?**  
6 positive patients 1 RIP and 1 still in ICU (intensive care unit)
- 3. Is the Practice prioritising vulnerable patient's requirements for consultations? Are people being put off contacting the surgery when in fact they should be encouraged for preventative purposes?**  
Health Coaches have been contacting vulnerable patients and no need to prioritise as all consultations are being done through telephone triage which is being completed by the clinical team. Routine appointments are on hold but patients still encouraged to contact us when they need us.
- 4. Is the WHC fully staffed or are some off or working from home?**  
1 member of staff working from home and 1 twelve week shielding (through choice), we have also had Ruth Cook-Practice Nurse has retired, Debra Hancock-receptionist has left, and also Dr Johnson has handed her notice in, and also Robin Middleton – Paramedic has also handed notice in. We have a new receptionist-Lisa starting soon and there is plans being made to recruit GP and paramedic. We feel positive that there will be interest as with the current situation lots of locums are being left without work.
- 5. There was also question in regards to B12 injections**  
We have stopped these currently and will contact Hazel with more information/alternatives.
- 6. Immunisations not being attended?**  
This was something that was apparent within the press recently, and we did notice a dip in these appointments, following this we put a reminder out to all patients online to encourage them to attend these appointments and stress the importance of immunising.
- 7. Ask My GP are we going to be using this system?** Initially we weren't very keen on the idea but after giving it some more thought we are going to look into it further and look at the possibility of using it all other practices in the area have moved over to this so. Sue fed back that she has used this with her current practice and said that it's been really good.
- 8. Has Bruton been in a similar situation to Wincanton in regards to seeing patients?** Yes, Bruton seem to be seeing even less than us currently, but working along the same principles.

### Next meeting Thursday 25<sup>th</sup> June via Zoom again

*(Please let Jay know via email if you would like to join this meeting this may be via Microsoft Teams)*