

EVE HILL MEDICAL PRACTICE

Virtual Patient Participation Group Meeting Minutes

Meeting held on 20.08.2020 @7.00pm

Present: Kelly Houseman – Practice Manager (KH), Dr V Smart (VS), Karen Webb (KW), Kimberley Boden (KB)

| Topic | Discussions/Actions |
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| Welcome, Introduction, Ground Rules | KH welcomed the participants to the Practices first virtual PPG meeting and introduced the other team members present for the meeting VS, KW and KB. |
| Covid Update | KH explained the impact Covid 19 has had on the services we are able to offer as a practice and the measures that have been put in place to protect both staff and patients. Telephone triage appointments have been implemented to avoid the need for patients to initially attend the practice and therefore reduce the flow of people and reduce the risk, however patients would be seen at the practice if the doctor feels it necessary. A video has been added to the website to show what a visit to the practice looks like at the moment in an attempt to reassure patients that should they be asked to attend, everything has been done to follow social distancing guidelines. |
| Patient Survey | The results of the patient survey were discussed. On the whole these were very positive. Results attached with the minutes. |
| Flu Campaign | KH explained that the practices flu campaign was likely to look different this year, to ensure social distancing. There will be more clinics as we will be doing less opportunistic vaccinations. We are planning for 2 Saturday clinics. KH explained that the 50-64 vaccinations for those without risk factors are likely to be delivered late in the season if there are enough vaccines left. |
| PPG Going Forward | KH asked how the participants felt about the format of the meetings going forward and explained that it is likely to be a virtual meeting for the foreseeable future. VS said that as the situation improves with the current pandemic, it would be an option to do a mix of face to face meetings as well as virtual meetings. The group felt that this was a good idea and the feedback from the meeting was positive. A member suggested next time it may be useful to send out an agenda in advance but otherwise liked the format of the meeting. |
| Any other business | A member of the group asked if the practice had any news on a Covid vaccine. VS informed the group that Dr Shukla was involved with a number of research projects and although no vaccines are available at present, as soon as we had any news our patients would be the first to know. |

Date of next meeting: Tuesday 24th November 2020 at 7.00pm