**Notes from the practice meeting of 13th April, 2021 held at 2.30 PM via MS Teams.**

The virtual meeting was via MS Teams and therefore needed to be organised by the practice so that a practice member could attend. The meeting was chaired by Bob Hackett, PPG Chair.

These notes will be added to the practice website for all patients to read.

**Topics discussed:**

1: Practice update from the deputy manager:

i) The practice has been open throughout the pandemic but the way in which patients access the service has changed.  Patients are currently offered a telephone triage appointment with a GP in the first instance and, if necessary, the GP will arrange a face-to-face appointment at the surgery.  This is in line with NHS guidance.  The practice is covid secure and patients are temperature checked before being allowed to enter the building.

ii) There have been difficulties with the phone system which are being addressed. Currently there is a queuing system which only hold 10 people before automatically dropping off. The following information may be helpful in this situation.

**A procedure for contacting the surgery if unable to get through via ‘phone:**

1: Go on line to the practice website (see above).

2: Select on-line services.

3: Select appointments.

4: Select Consult on line.

5: Select on of the three options;

Theses are looked at in real time and someone will contact you or action the request.

**What would you like help with?**

***I have an admin query***

Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related

***I want help for a medical issue***

Contact us about a new or ongoing symptom

***I want to see online advice***

See advice and guidance on conditions, symptoms and treatments

iii) Cancelling appointment can be carried out automatically via text. This avoids an unnecessary phone call. To do this go to the go to the Appointments section of the website and scroll down to ‘not registered for online service’ and use the given phone number which is specifically for cancellation only. It is 07840 208 638.

iv) We were advised that the NHS APP is a best way to order repeat prescriptions. If possible down load and register. A number of us use this and it is very efficient and effective. Also the NHS use this nationally and are constantly improving it.

2: Covid vaccination:

i) The Local Vaccination Site (LVS) is dependent upon the delivery of vaccines from NHS England and is instructed accordingly.  Currently running at 10-12 weeks after jab one. . If called please take the vaccine.

I’m patiently waiting for my second Astra Zeneca jab!

ii) Update on coverage. As of toady (Tuesday, 13th April) all categories of of 1-9 have had a vaccine apart from a very few difficult to reach people. Also, today they started inviting the 45+ age band.

iii) Update on AZ blood clot fears. The practice is following NHS guidance. As we all know from media coverage of this, it is a moving feast!!

iv) Can patients ask for another make? This is not possible at present as per government advice. Those aged 30 and under would not be offered the AZ vaccine.

3: Comment on blood test process. How it works.

If a blood form is given to a patient they can book a blood test online via the practice website (under Appointments)  or they can call 01702 746065.  Blood tests are done at Basildon Hospital, St Andrew's and Orsett.

There are no blood tests taken at the surgery. Main difficulty is a long term sickness of the phlebotomist. If it is clinically necessary for a housebound patient then the district nursing service would be involved.

4: A query was raised about Doctor Link and Patient Partner.

 Patient Partner is not an App, it is the 24 hour automated telephone booking system whereby a patient uses a PIN number (given by the surgery) to book, cancel, check or change appointments or to order repeat prescriptions by calling the surgery and pressing number 1.

Doctor Link is an App designed to help you contact the surgery. However, the advice is to use the NHS APP as choice.

5 A patient at the meeting added comment as to the wonderful service received over the last several months for complex health needs. An excellent point to end the meeting on. It is good to share good news!!

Date of next meeting: On ZOOM is Tuesday, 11th May, 2021 at 2.30 PM.

The next practice hosted meeting via MS Team is in July. Check website for all future dates.

**Bob Hackett,**

**Chair, Laindon Medical Group PPG.**