**Notes from the PPG virtual meeting of 11th May, 2021 held at 2.30 PM via Zoom.**

The virtual meeting was hosted and chaired by Bob Hackett, PPG Chair.

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

There were six patients present including the chair.

My thanks to Joanne McPhail for arranging the responses from the practice as detailed below.

**Topics discussed and replies provided by the practice:**

1: What news of when we may get the new practice site?

*Answer*:  We currently do not have any date for the new build but, as soon as we know, we will let you know.

2: When are we likely to be able to enter the building again, at will? After the June date of covid release?

Or is there to be a permanent controlled entry for the foreseeable future? Will you move to interim polices to move to total freedom of movement?

*Answer:* Our upper front door has been open since 17 May, 2021 for patients to go to the reception hatch only (opposite the lift).

3: Is the triage system via the ‘phone here to stay? What if we cannot get through on the ‘phone? Some patients are not IT literate and cannot use the self referral system on line, which although seems to work well, cannot get through on the ‘phone. What do they do?

 Answer: We are following NHS England’s guidance and, currently, the telephone triage system is in place.  As per point 2, if patients are unable to contact us via phone, they can visit the reception hatch and ring the bell.

4: How many of the 7 levels for covid vaccinations have yet to be done? Paul Reeves has volunteered to go round to those that you have been unable to contact, if it would help.

What are the number, to date, of total vaccinations done and their distribution by group?

Answer: We are currently vaccinating the over 32 age group.  The PCN led local vaccination site have reported to us that they have vaccinated approximately 90% across all age groups and higher across care homes and housebound patients.

5: How many patients are registered with the practice? It was noted that you are advertising for more to be registered.

Answer: We currently have just below 18,000 patients registered.

6: Last year you were able to supply a practice activity report. Can we have one again please?

The number of patients seen face to face; number on video calls, number on phone conversations; distribution by clinical expertise e.g doctor, nurse, pharmacist etc.

This was prompted by the persistent idea that the practice is closed and not seeing patients, despite my equally persistent response that you have ALWAYS been open. And, it states so on the website!!

In discussion it was evident that the real issue is the blockage at triage and getting to the best clinical person.

It may also be linked to the idea of needing to see a doctor and not another type of clinical specialist. This is where data may be useful.

*Answer*: We are currently looking at this data and will furnish you with figures at a later date.

 7: This video, from a GP practice in Harrow, shows how Artificial Intelligence can rapidly improve a triage process. It has been shared with our practice. The web address is

Artificial Assistance Triage system trialled in Harrow:

<https://youtu.be/MoG06TcsQDAAs>

8: How do we register to get to see our clinical records via the NHS App? It appears that this may be the route to seeing if you have had both covid jabs. I sent my application to you yesterday via the website and App.

*Answer*: To view medical records on the NHS app you will need to contact our administrators at the practice who will give access.  However, you can see your covid vaccination status without having access to your medical record on the NHS app.

 9: One patient was able to get their medication reconciled. That is, three separate scripts, which used to have separate renewal dates, changed to the same date. Thus saving time for all concerned. Well impressed.

Can we advertise this process on the site?

*Answer*:  It is normal practice that when a clinician does a medication review they will set a date for all medications to be reviewed at the same time.

Meeting lasted less than 40 minutes (my zoom limit!).My thanks to those that did join in and provide the discussion for our questions.

Date of next meeting: On ZOOM is Tuesday, 8th June, 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.**