

Dr Maassarani & Partners

Patient Participation Group Meeting

Tuesday 10<sup>th</sup> Nov 2020

Zoom Virtual Meeting

Present:



PPG Chair (LR)  
PPG Member (BH)  
PPG Member (MW)  
PPG Member (CF)  
Communications Lead (BOM)

Apologies:



PPG Member (SM)  
PPG Member (AL)  
PPG Member (PW)

<p><b>Welcome and introductions</b></p>	<p>BOM welcomed everyone to the meeting and thanked them for their time. 3 new members joined in meeting today</p> <p>BH MW CF</p> <p>BOM introduced herself and shared info on her role at Dr Maassarani &amp; Partners. BOM explained how the PPG has a terms of reference which members should read beforehand to get to know the purpose of the group and the group rules as such. BOM advised how the group is not a forum for patients to discuss individual private matters but rather a group to help implement change and improvements within the practice and educate patients. BOM told newcomers how members usually steer the agenda for each meeting and will be asked to send over any agenda items to be added before each meeting. BOM advised how she will update on any important changes / information but the agenda is set by PPG essentially.</p> <p><b>Action for BOM:</b> Share link to PPG Terms of Reference.</p>
<p><b>Apologies for absence</b></p>	<p>Apologies from AL and SM.</p>
<p><b>Action Plan</b></p>	<p>BOM advised how the PPG action plan has taken a back seat due to COVID-19 pandemic as we are not allowed to meet face to face etc. Flyers can't be handed out within practice due to infection control so there are</p>

	<p>some limitations in terms of what the PPG can do at this moment in time. BH suggested sharing eFlyers with patients to keep people in the loop on what's happening. LR suggested forwarding the action plan to member prior to COVID-19 to give the new members an idea of the types of actions we are looking for. BOM agreed.</p> <p><b>Action for BOM:</b> Share action plan with new members</p>
<p><b>Minutes of Previous Meeting</b></p>	<p>BOM asked if the new members had a chance to read through previous meeting minutes. BH/ MW / CF confirmed they had read over the minutes. Nobody had any questions or queries.</p>
<p><b>Practice Update</b></p>	<p><b>Flu Vaccinations 20</b></p> <p>BOM advised members how our flu campaign is now in full swing and we have already had 41% uptake (the practice requires 70% to hit target). The practice has hosted a number of Saturday clinics (24<sup>th</sup> Oct / 31<sup>st</sup> Oct / 7<sup>th</sup> Dec) and also a week of clinics based at Melling Surgery. BOM advised how there is scope for another clinic at Melling as we had ran out of nasal flu's during this time due to unexpected demand at a Saturday walk in clinic. We are hoping this will accommodate some of the children who missed out on the Melling Surgery flu clinic.</p> <p>We have no upcoming Saturday clinics at present as we are still working out staff availability but will communicate to patients once this is available.</p> <p>BH queried how communications are sent out as she had not received anything and she is eligible to receive a flu vaccination. BOM offered to look into this as all at risk patients should have already received a SMS / email invitation.</p> <p>MW queried if it was only NHS App which people could book appointments through now which she was advised by John or Lee. BOM says we as a practice promote NHS app over patient access because we believe it is a better application with better functionalities. However, patient access is still available if they prefer to use this. The issue we were experiencing with patient access was providing verification codes to patients and there being issues, whereas the NHS app does not require anything from us for patients to register. Patients have to take a picture of a proof of ID and NHS app verifies the details within a couple of hours.</p> <p>CF asked if the NHS app was the same as COVID-19 track and trace app? BOM confirmed they are 2 separate applications and understands it is slightly confusing. They offer 2 totally different functions.</p> <p>MW asked if the practice uses MJOG? BOM confirmed the practice does use MJOG and this is how all text messages / emails are sent to patients.</p> <p><b>Melling Surgery</b></p> <p>BOM updated group that Melling Surgery is now open for reception services only of a Monday / Wednesday / Thursday as usual. However, appointments are not being undertaken at Melling Surgery at the moment</p>

	<p>and patients are asked to attend Tower Hill Surgery. BOM cannot confirm when normal activity will resume at Melling but it will go back to normal at some point in the near future. We as a team have to ensure the safety of our patients especially during this time.</p> <p>BH advised she did receive the letter which was sent to all Melling patients which was appreciated. However the practice seems to get a lot of abuse on the likes of Melling Facebook page. BH asked if there is any chance of the practice having its own FB page / group. BOM advised that our governance lead EH has always advised not to create a facebook page or group as a lot of the time it promotes negativity and is not an official channel for complaints.</p> <p>LR suggested we have a page where the comments were turned off as this is what the Melling Parish Council did and was just a page for information only and not discussion. BOM said this is definitely a possibility and will discuss with our leadership management team on Thursday.</p> <p>Action for BOM: Discuss idea of FB page where comments are switched off and for information only.</p>
<p><b>AOB</b></p>	<p>LR wanted to thank all the new members for taking the time to join onto the meeting she really appreciates the support and looks forward to working together.</p>
<p><b>Date and time of next meeting</b></p>	<p><b>Date:</b> 26<sup>th</sup> January  <b>Time:</b> 4:30pm – 5:30pm  <b>Location:</b> Virtual Zoom Meeting</p>