

Francis Grove Patient Participation Group Minutes of the Meeting held on 22nd December 2020 (Meeting held using online Zoom)

Present Lynsey Buckles (LB) , Wayne Penegar (WP) , AM, GN, LN and WPr (Mins)

Apologies: RA, SP

The meeting was held without an agenda due to the current circumstances caused by Covid 19.

Lynsey updated us on what is happening in the surgery.

Items discussed:

1. Vaccine

For our surgery the Covid-19 vaccination programme has already started. There have been a few problems with the supply but it is hoped that the top four priority groups will have all received their vaccinations by mid-March. The staff at the surgery have been working hard to ensure that all the patients are in the correct priority group.

2. Staffing Update

The surgery now has a Care Coordinator, Athena. She is assisting in the administration of the Covid vaccine programme as well as helping patients needing vital services. Our receptionist Sarah D is sadly leaving us after four years. She will be much missed by all. She is being replaced by Mariza-who has worked for us before.

Paramedics

There are two new job sharing Paramedics working in the surgery now two days a week each, one male and one female. They are able to carry out home visits and perform blood pressure checks and basic examinations which alleviates the pressure on the GPs. The paramedics will alert the surgery if the patients require a further visit from a GP. The paramedics are also assisting with the domiciliary blood test service which is running behind due to the current situation with Covid-19.

3. Telephone Enquiries about Covid 19

It has been agreed that a note should be posted on the Francis Grove website requesting patients not to leave messages or enquiries about their Covid-19 vaccination. This is currently taking up a lot of time for the already hard pressed Reception staff as they have to deal with each enquiry separately. It is hoped that this request will leave them free for their other daily routine and emergency enquiries.

4. Date of next Meeting Tuesday 23rd February 2021 6.30pm