

PPG Meeting 09.11.20

Attendees:

Alfie Abdul-Rahman
Trevor Purrington
Andreas Kyrris
Vivien Sieber
Della Whiter
Catarina Figueiras Santos
Alison Phillips
Jenny Inness

Details Agenda:

- Matters arising from the minutes of the previous meeting: <https://www.cowleyroadmedicalpractice.org.uk/files/2020/11/PPG-Meeting-Minutes-Sept-2020.pdf>
- Primary Care Estates Strategy 2020-2025 (VS) - <https://consult.oxfordshireccg.nhs.uk/consult.ti/primarycareestatesstrategy/consultationHome>
- Staff changes (AK)
- Patient Journey information has been added to the website (JI, AA)
- How to communicate with the GP (TP)

Meeting Minutes:

Primary Care Estates Strategy –

Anyone can feed into.

A lot of patient rely on public transport

Unsure what they think about seeing a different doctor

Extend working day into 3 shifts from 2

Comparable to cost of new buildings vs estates and extended hours

Needs investment into new buildings and space – repurposing

Increase in virtual meetings – need a new space – soundproofing

If any feedback – consultation open for a few more days

Atrium space redundant – Landlord restrictions

CCG can fund 2/3rd of a project – the practice pays the rest. However the practices do not generate funding.

Staff Changes:

Two members of staff leaving in next few months:

Lauren Doran – Practice Nurse – End of December **24.12.20**

Marta Gorska – Practice Pharmacist – Start of December **02.12.20**

Will keep you updated as to when these are replaced.

Alfie to remove when they have left – one week after

Patient Journey and Website:

Patient journey information has been uploaded to website – to keep patients up to date as to how to use the practice during Covid-19.

Find the drop down alert box annoying as too often – Alfie will have a look into this. Need to be careful as the most important information is posted here.

Remove the 'Book Appointment' Box whilst we are in Covid-19 – but must remember to put back in once through the pandemic. Let patients know they are unable to book via Patient Journey page – link to this when clicking 'Book Appointment'.

How to communicate with the GP:

Was asked to contact a clinic directly – but had to be referred – sent email to patients for attention to the GP

PPG felt the automatic reply is not the correct message – and that it needs to be changed so that patients know they can send information through but that they will not receive a reply from that address.

AK explained how each e-mail is checked and then forwarded to the correct member of the team to ensure that action is taken.

The e-mail will be directed to the GP who is currently dealing with your care.

Current Climate:

Settled into a new normal – no signs that it will change soon.

We are not doing anything differently throughout lockdown – continue to be open.

Next meeting date: Monday 18th January 3pm

Actions:

- Review patients.crm@nhs.net auto reply
- Remove book appointment button on website during the pandemic
- Update staff on website a week after their leaving date