

# PPG Meeting Monday 28th September 2020

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## **Persons Present**

Sara Heywood – PM / Amie Sutton – Duty Manager

PPG Members

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**Minutes from last meeting** – no issues

## **Flu Vaccination Arrangements**

The flu clinics this year will take place over three Saturdays in October through to early November for most patients. These clinics will run slightly different to previous years due to Covid-19 in a bid to protect both staff and patient's health. An overview of how these clinics will work is as follow:

- Car parking will be limited only patients with accessible needs will be able to park on the carpark. This is due to most of the carpark being used to allow a social distanced queue formation in case we have an influx of patients arriving at once.
- There will be marshals on all flu clinic days to guide and assist patients where needed.
- Once patients near the front of the health centre, their temperature will be taken to ensure they are not unwell.
- Hand sanitizer will be used by all patients before they reach the clinicians who will administer the vaccination.
- Once the patients have received the vaccine, they will leave the building via the one-way system to avoid congestion in the building.

For patients who are unable to walk a distance or feel they have accessible needs, clinicians will be at hand to vaccinate closer to their cars. Chairs will also be available (wiped down after every use). As this is the time the practice has held a flu clinic this way, we are aware there may be areas that need tidying before the next planned clinic so feedback is always welcomed.

## **COVID-19 Impact**

Due to the uncertainty of the pressure Covid-19 was going to place on the NHS, many departments in secondary care postponed all routine operations, procedures and referrals, to allow more clinicians to be available at emergency level. This will naturally increase the waiting times for patients to be seen by secondary care, however, should a patient's symptoms worsen they are urged to contact their GP for a review as urgent referrals are still taking place.

With guidance forever changing and their still being lots of uncertainty regarding the virus, the practice are following all guidance with patient care still at the centre of everything that takes place.

## **Continuing and likely future arrangements (consultations)**

Consultations for patients will still largely take place firstly via telephone consultation. This is so the clinicians can gather all relevant information they need and review the patients notes whilst limiting contact. This is to protect both the patient and staff. If the patient feels they need to see the patient the patient will be asked to attend the surgery with a face covering in a covid secure room. Limited movement around the building will take place and only patients who are seeing the patient will enter the building, equalling in the waiting room currently being closed for patients. Please be

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assured if the clinician is unsure or has any worry regarding a patient at the telephone consultation stage the patient will be asked to attend the surgery for an examination.

As technology has developed, primary care now has platforms to allow clinicians and patients to communicate digitally via video consultations and via text message. This offers an alternative to patients seeing the clinicians in person whilst achieving the same outcome.

## **Practice and Network Developments**

There are a few developments at the practice and network level that have and will be taking place over the next coming months these include:

- Wendy Mcneice (Practice Business Partner) is sadly due to retire at the end of January, equalling in myself Sara Heywood becoming the practice business manager. Amie Sutton our duty manager will act as our daily running manager alongside the deputy manager Sharon Byrne and reception manager Jennifer Buckley.
- There will be an intercom system fitted at the front of the building to allow patients to communicate with reception for all queries. This is to reduce to footfall inside the building and to protect all.
- Recruitment for non-clinical staff is also taking place so you will at some point see some new friendly faces I'm sure!
- The network is growing also, we now have a primary care network pharmacist in-house throughout the week who works closely with our nursing homes and other surgeries. The networking is looking to increase in the coming months to year to have an associate physiotherapist and paramedic to be at hand. All of this is currently in discussion, we will hopefully have more definitive plans in the near future.

## **Continuity of Care**

Continuity of care is still an area we wish to deliver and excel in even in Covid times. Although the majority of our appointments are released on the day so that we are quickly adaptable to any changes that may/have happened over the night, the practice has a robust system in place should the clinicians wish to see a particular patient again. All clinical and non-clinical staff are aware of this system, so as long as a clinician has clearly requested to see a particular patient themselves again there should never be an issue of continuity of care not being successful unless the clinician is on leave for any reason such as sickness or holidays.

It is a reminder to all patients that all discussions that take place are documented thoroughly on their medical records, equalling in other clinicians being able to consult a patient confidently based on the information on the records.

## **Thankyou**

I would on the behalf of the practice like to thank everyone who has attended the virtual PPG meetings over the last six months. The feedback and ideas are all taken on board. It is very much appreciated.

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### **Contacts**

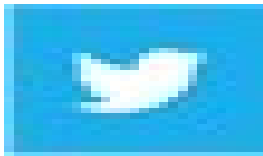
Chairman - David Noblett - davidnoblett44@gmail.com  
Vice Chair – Angela Allison – angela2dcwa.co.uk - 017717511007  
Practice Manager – Sara Heywood  
Duty Manager – Amie Sutton  
01772 214500 [gpccg.ppglongtonhc@nhs.net](mailto:gpccg.ppglongtonhc@nhs.net)

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