

Riverside Medical Practice PPG Zoom meeting 21st September 2020 6:30pm

Chair: Dr Malladi & Mr Dale

Attendees: Kim Stoner and 4 other PPG Members.

All Covid-19 test results for registered patients tested in the community are being sent to the surgery. Dr Malladi has seen 4 positive results out of the 100s he has seen. Hospital results may not be sent to us.

Dr Malladi explained the method of working. The Surgery is not allowed to currently do all routine face to face consultations. This is an NHS directive. They are currently done by telephone, video or pictures emailed across to us. Patients are brought in to the surgery if they cannot be dealt with remotely.

Flu vaccines will start as usual with the appointments spread out more. Patients will use a different entrance. The children's vaccines are currently in stock and the adult ones will be arriving the end of September.

Mrs Cook asked about dealing with mental health issues over the phone. Dr Malladi explained that this is not easy. Patients are able to come in or a video call can be carried out. No patient will be refused an appointment. We are part of test and trace and staff would have to isolate for 14 days which would cause great difficulty for the surgery. It is therefore important to minimise footfall in the premises.

All patients should be wearing masks unless they are exempt.

Mr Dolby asked if a box could be put outside for prescriptions if there is a queue. Kim explained this is not possible due to security of the repeat slips. Most people are understanding and would happily let them go to the front to drop a prescription in.

Dr Malladi explained about the Electoral Wards issue. Dispensing would not be affected it is more of an electoral issue.

The pharmacy applications are currently on hold.

Dr Malladi informed the group that CCTV had been installed in the car park due to fly tipping. Lights are now coming on in the evenings.

Dr Malladi updated on the current GP situation in the Surgery. Dr Gurung has moved to Surrey so was finding the distance difficult so he has moved surgeries. Dr Tai has moved on. Dr Walker is going to be working all day on Mondays.

Dr Malladi mentioned that all Doctors have been given laptops and can do telephone consultations from home if required. If a patient needs to be seen then a doctor working in the surgery would see them.

Mr Dale had attended a meeting at Medway hospital. He was informed that 62% of patients are being seen (within 18 weeks) the previous year was 82%. Diagnostics were 62% this year but last

year was 95%. Cancer patient was at 97%. Cancer 62 wait (next step) was 76% last year and is current at 75% now.

Dr Malladi informed that he does daily briefing emails to all staff to give them all relevant information.