

RIVERSIDE MEDICAL PRACTICE ZOOM PPG MEETING 11th May 2020

Chair: Dr Malladi

Attendance: Kim Stoner, Matthew Dale & 9 other PPG Members

We were unable to meet in person due to COVID so arranged a Zoom meeting. An attendance sheet was not kept.

Dr Malladi thanked all members for taking part in the Zoom call for this meeting.

Questions asked by PPG members.

Has the surgery had any COVID positive patient?

Dr Malladi explained that we do not get informed if a patient has COVID. We do not see any Covid patients or receive any results. If a patient calls with symptoms they are directed to NHS 111 who will get them seen at the covid assessment service. Patient would then be seen at a hot clinic which is at the Delce or Lordswood Healthy Living centre or a visit to their address by the service. We have not been given any statistics on how many patients have been seen at hot clinics.

How is the surgery managing for PPE?

Dr Malladi informed everyone that we have been able to get supplies of PPE from our suppliers.

How is the surgery managing to treat patients?

Dr Malladi explained that the Surgery is currently seeing patients remotely. The patient telephones the surgery and is booked in for a telephone call with the Doctor; these can also be booked online using the Patient Access app. The Doctor telephones and if necessary can do video calls using AccuRx. Patients are able to send in pictures to the surgery by email and these can be saved to the patient's medical records.

The Doctors are able to do home visits if needed but they need to be wearing PPE which they have been given.

Dr Malladi was pleased to inform the group all staff had been continuing to come to work.

When patients have to attend the Surgery we are trying to have less than 3 in the waiting room and not having patients waiting to be seen.

Our Practice Nurse is still continuing to see patients but her appointments are spaced out so that cleaning can be done in between patients.

Dr Malladi explained that remote access has been given so that staff are able to work from home if needed.

How is the surgery managing?

Dr Malladi explained at the moment it was all about patient care. NHS targets and CCQ inspections are currently suspended.

Other business

Kim explained the self-service tool – Doctorlink. This is a symptom checking service and puts patient in the right direct for the complaint they are suffering with i.e. headache, self-treat at home. The link has been added to our Practice website. Kim has sent texts to all patients advertising this service. It was asked if this replaces Patient Access and my GP app. No, it is purely to check symptoms not ordering prescriptions and viewing medical records.

It was asked how comments on internet medical requests are viewed as a patient had written a note and when he came to collect he still had the incorrect dose. Kim explained that due to the current situation most patients are now using on line access to order medications instead of coming to order at the service. Kim apologised and would inform staff to be more vigilant with processing the online requests.

Mr Dale asked how patients know if their prescription has been rejected. Kim explained that if a prescription is rejected, the staff member writes a note in the comments box but not sure how the patient gets to see if. Kim will look into this. The staff are currently putting prescriptions requests through a week early of necessary due to more requests and in case there is an issue with deliveries.

One attendee asked how the Surgery hears from hospital and other clinics.

Dr Malladi explained that we normally get correspondence from hospital and clinic 7-14 days after being seen. These are sent to our Docman system. This is monitored daily by a staff member and any significant findings are sent to the Doctor for action.

Dr Malladi updated the group on the waiting room application. Planning permission has been accepted and quotes for the work to be carried out are in place. As the Surgery is near The Arch Bishops Palace the planning officer has directed that an archaeologist would need to examine the grounds when the foundations are dug to ensure that there are objects of historical value.