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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 10th June 2020

Apologies: Dorothy Westell

**In attendance:** Geoff Evans, Tracey McMullan, Jean Battle, David Woodcock, Patricia Ramsden, Judith Halstead, Katy Tregartha, Craig Lee

**Key notes:**

Katy welcomed the group to the first PPG meeting over zoom. Patient Groups are currently on hold due to the current Covid pandemic, however due to the incredibly sad passing of Julie it felt important to get together as a group. Julie brought a lot to the group and her contribution was very much appreciated, she had a kind and gentle approach and was a valued member of our team who will be greatly missed. Condolences have been sent to Julie’s family.

The meeting mainly focused around the wellbeing of each other during this pandemic and discussion around how the Practice is coping with the fast paced changes.

Craig introduced himself to the group as our new Practice Operations Manager and confirmed that we do not get any priority information with regards to government guidance.

Explanation provided that we are still open for business and although working very differently we are still seeing patients in the Practice. We are operating a total telephone triage which means patients are telephoned by a clinician and then asked to come down if it is clinically necessary. We will be reviewing our ways of working as we come through this pandemic and it is very likely that some of it will stay, we have had to move very quickly to get up to speed with technology, particularly around video consultations and this is a positive that we can carry on going forward.

Ann and Geoff have both struggled to order medications via the hub, Geoff for a family member and Ann for a neighbour. Jean has also had concerns raised to her around patients having difficulty ordering prescriptions- Katy will chase this up in practice and with the hub and feedback to the group.

No date set for the next meeting, all happy to zoom – Katy will arrange when she has feedback around the prescribing hub.

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| Actions | Owner(s) | Timeframe |
| Email Katy with details of prescription difficulties | Geoff/Ann | 1 week |
| Look into px concerns and liaise with Zak – Hub pharmacist/manager | Katy | 2 weeks |

Date of next meeting: to be confirmed