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**Peel House Medical Practice**

**Patient Participation Group Meeting Notes 20/08/20 via zoom**

Apologies: Tracey McMullan – Patient, Craig Lee – Practice Operations Manager

In attendance: David Woodock - Patient, Judith Halstead - Patient, Patricia Ramsden - Patient, Dorothy Westell- Patient, Jean Battle – Patient, Geoff Evans – Patient, Katy Tregartha – PHMP, Zakeer Sidat – Pharmacist PCN Hub

Key notes:

* Following on from queries surrounding the prescription hub at the last meeting, we were joined by Zakeer Sidat who is the pharmacist at the PCN prescribing hub based in the Acorn centre in Accrington. Zak explained the prescribing hub to the group, the different ways of ordering a prescription and some of the other services they offer, such as medication reviews and moving patients over to repeat dispensing and the benefits of this.

The hub works closely with local pharmacies and Zak and his colleagues have been going in to pharmacies and implementing the SOP (standard operating procedure) provided by the local CCG (Clinical Commissioning Group). This enables pharmacists to order medication on behalf of vulnerable patients. All but one local pharmacy are on board and working with the Hub. Zak and the hub have also been working closely with the council Covid response team for shielding and vulnerable patients since March ensuring they had their medications and where they couldn’t get them collected that these were delivered.

* The rest of the meeting was general discussion around Covid and how things are working in Practice. Katy explained to the group how we are running appointments and that this is based on national guidance. We have a total telephone triage system, this means that appointments will be a telephone consultation from a clinician and if examination is needed a face to face consultation is booked. The system is running well and so far feedback from patients has been positive. We are also conducting video call consultations as well as patients emailing in photos. Home visits are still available if clinically needed and our housebound team have been working extremely hard, given the increased workload from shielding patients.
* Katy answered questions from the group around how the admin and reception staff are working during this time and she explained that due to Covid we have to work very differently, we have some staff working from home and we have admin/reception based at the branch surgery answering calls. This is to make sure staff are spaced out so our offices are Covid safe and adhere to government guidance. Working this way ensures we always have cover to ensure the smooth running of the Practice.
* David asked the group to have a think about what they could do in memory of Julie and feedback at the next meeting.
* Katy thanked the group for attending the zoom meeting. Next meeting date to be arranged – again will be over zoom.