

Patient Participation Group

The minutes of the 1st Zoom meeting held on 4th August 2020

Those present :- Diane Westray, Rosemary Hilliard, Paul Day, Simon Laurie
Elizabeth Carless, Dr Shaheen Jinah and Scott Ridley.

Apologies from :- Angela Townsend, Christine Powell, Maria Power
Anne Banks and Victoria Bellamy.

This was our first Zoom meeting after the lock - down for Covid 19.

It was a pleasure to introduce Scott Ridley, who is in the process of taking over the position of Practice Manager from Jeremy Pinner, who is working part time until he retires at Christmas.

Scott kindly set up the Zoom meeting for us, which I thought went very well.

The PCN Clinical Directors Letter

During the meeting, we discussed the Primary Care Network Clinical Director's letter sent to the Chairman of the five Practices joint Patient Group, detailing the activities of the five Practices during the Covid 19 crisis.

General feed- back from Patients during the Pandemic.

There were a number of complaints about the time patients are having to wait for their telephone calls to be answered by the Care Navigators.

One lady complained that it took her 25 minutes on three separate occasions before the telephone was answered only to be asked inappropriately " what do you want". After discussion, the patient was told that for her complaint she needed to see a physiotherapist and an appointment would be made for her. Her husband later in the day called at the surgery for his wife's physio appointment, only to be told they had no record of a physio appointment and it must have been forgotten.

Scott was to look into the situation and speak to the staff.

Patient Survey.

It was reported that a Patient survey had been carried out at the John Hampden surgery to ascertain their Patient's experience on the services provided so far during the Pandemic. It was suggested that a survey would be a good idea for the Hughenden/ Chequer's surgery Patients.

Scott later compiled a questionnaire/ survey for our Patients, so they could provide feedback on the care they had received at our Practice so far during the pandemic.

Some 9000 patients were sent a text informing them of the on -line survey.

The next Zoom meeting is to be held on Tuesday 8th September at 6pm.

Elizabeth Carless

Agenda for next meeting =

- 1) Access to G.P surgery during Covid 19survey. Result
- 2) PPG email address = patientparticipationgroup.co.uk
- 3) Subscription to NAPP (National Association of Patient Participation).

Any others ?