

Minutes of a meeting of the Fairford Patients Participation Group via Zoom on Thursday 9 July 2020

Present John Read – Chair
Diane Piatek – Practice Manager
Margaret Bishop – patient
Judith Butler – patient
Alison Watkins-Nash - patient
Amanda Jefferies - patient
Jennie Sanford – FTC Councillor
Stephen Andrews – CDC Councillor
Graham Hewitt – Chair of Friends of Fairford and Lechlade Communities

1. How the work of the surgery has changed

Diane outlined the measures that had been taken, to keep both patients and staff safe and to maintain service levels to the fullest extent possible. These included telephone triage, social distancing and limiting the numbers allowed in the waiting room, COVID antibody testing for staff, wearing face covering / masks by anyone entering the building, hand and surface sanitization, telephone and video consultations.

Nurse / Phlebotomy face to face appointment capacity has been reduced due to the number of patients that can be social distanced in the waiting room and the donning & doffing of PPE and cleaning required between patients. The Social Prescriber was still operating via telephone and the Frailty Team were operating normally. The midwife has now resumed face to face appointments at the surgery on a Friday.

Diane thanked the volunteers who had delivered prescriptions. She also praised the work of the management and staff at Hyperion House.

The website has been updated to include links to a new digital triage solution which is a requirement of NHSE England. This new system will be monitored and evaluated in due course.

2. Planning for any second wave of infection

The surgery is following Government guidelines in forward planning. The crisis had given rise to a great deal of extra administration and routine hospital procedures and appointments being delayed. Morale amongst staff was high and patients were generally accepting of the new procedures.

3. Ear syringing

Ear syringing has been stopped by all practices on CCG/ NHSE recommendation due to COVID19. Some private providers in Cirencester have resumed Ear Microsuction

clinics including Leckhampton Surgery in Cheltenham. Patients can self-refer by calling Leckhampton Surgery on 01242 539080 or emailing wax.removal@gmail.com

4. Phlebotomy

From 1st July 2020, the Cirencester Hospital Phlebotomy Service is only available to Fairford patients who are under the care of a Hospital Consultant, Children from 6 – 11 years and specialist blood tests ordered by a GP. All GP initiated blood tests have to be undertaken at the surgery and patients cannot attend Cirencester Hospital for these.

5. Social media and the PPG website

Alison said that PPG information was now posted on the Facebook sites – Fairford GL7 and Fairford – our page etc – and on Nextdoor, Fairford. The responses had been favourable and the ‘funnies’ were appreciated.

Diane will draft a letter to be sent out on social media bringing COVID19 advice up to date. **Action DP**

6. SurveyMonkey

Amanda had investigated SurveyMonkey and found that analysis could only be done without cost by forming a Facebook group. Otherwise the costs were £99/month or £380/year.

7. Actions asked for by the Surgery for the PPG

Diane asked that all present give their opinions to the new digital triage solution accessible via links on the surgery website. **ACTION All**

8. Any other business

- a. Diane reported that the practice were currently mid-recruiting for a Clinical Pharmacist.
- b. Graham reported that the Friends of Fairford and Lechlade Communities were only able to give a much reduced service because of the crisis. Lunch and memory clubs had been suspended (but clients were being telephoned), and the charity shop had not re-opened. Currently there were only 10 volunteer drivers and more were needed. The Friends were thinking of providing Broadband and Internet and training to use these.
- c. People for You now had 30 clients and 32 volunteers and now telephoned people instead of having face to face meetings.

9. Date of next meeting.

Thursday 17 September at 2pm via Zoom

