

# THE ORCHARD PARTNERSHIP

## Minutes of the PPG meeting via Zoom Monday 14<sup>th</sup> September 2020

**Present:** Dr Ali Corke, Jenny Holmes, Pauline Rose, Nigel Westwood

**Apologies:** Karen Johnstone, Sue Haddock, Carol Slater, Paula Bembridge, Andy Howson, Steven Hyde

### **Agenda items:**

#### **COVID update**

Since March 2020 The Orchard Partnership have adapted rapidly to different ways of working – mainly phone triage and video consultations. We can, and do see patients face to face following a phone call with a GP first.

Observation from Nigel where patients may feel uncomfortable giving personal clinical details to reception when they are booking an appointment – this is quite challenging and an ongoing issue, however, it is important that their call is directed to the correct clinician appropriately.

Feedback regarding the changes during COVID has been positive and patients very understanding about the new system.

Fovant volunteer group worked well, as did all the volunteer groups – The Orchard Partnership extends their gratitude to all that helped.

#### **Flu clinic updates**

Our Over 65s flu vaccines arrived on 1<sup>st</sup> September and so far we have held flu clinics in village halls to try and get as many vaccinated as possible as early as we can in the flu season. So far we have vaccinated 1300 patients in 14 days.

The 'At Risk' (18-64) flu vaccines arrive in October. Patients will be invited in batches due to delivery dates of the vaccines. PPG members found the text messages/posters confusing and not clear.

Action: Jenny to look at and ensure message is clear

#### **National Cancer drive**

There is now a drive to ensure patients are screened for any cancer diagnosis. For 6 months, limited cancer screening took place so it is important that these patients are seen.

Bowel screening has restarted.

Breast screening has not restarted yet

We are now up to date with smears having not been able to carry this out for some months.

#### **Review dates of prescriptions**

The review dates of prescription is missing from the top of the script.

Seems as if a national issue

Action: Jenny to discuss with Stella, Dispensary Manager to look into this.

**Ear syringing**

At present The Orchard Partnership are not carrying out ear syringing. This is an aerosol generated procedure and deemed a high risk due to COVID. However, this is not part of The Orchard Partnership's GMC contract and therefore we do not get paid for this. While we wish to provide patients with a good service we are unsure if this procedure will restart in 2021.

**Date of next meeting**

Monday 25<sup>th</sup> January 2021, 12.30pm