

Sixways Clinic Patient Participation Group Meeting summary
 20th October 2020
 2 PPG members attended
 Nicola Wright, Practice Manager

<ul style="list-style-type: none"> Flu Clinics 2020 	<ul style="list-style-type: none"> 3 drive through clinics completed at St Edwards School. Feedback from drive through clinics excellent with over 20 patients taking time to provide formal feedback either via NHS Website, eConsult, email or call to the practice Suggestion that we should consider these on an annual basis as worked very well Continuing with flu clinics in the surgery, using a section of the waiting room, these have also been well received Awaiting update on vaccination of the 50-64 year old patients who are not otherwise in an at risk group
<ul style="list-style-type: none"> Planning for a winter with Covid 19 	<ul style="list-style-type: none"> We are continuing to offer a telephone triage appointment initially to any patient who requests an appointment. Once they have spoken to a clinician on the phone they will then be invited for a face to face appointment if necessary for their care. Our nursing team and phlebotomist are continuing to see patients face to face for their phlebotomy, wound care, vaccinations and cervical cytology appointments. We are continuing with our long term condition reviews over the phone, making use of our waiting room BP machine as required As we move into winter there is an increase in normal respiratory and cold/flu viruses, which can often mimic the symptoms of Covid 19. This is likely to result in more face to face consultations with patients who may have Covid 19 symptoms. We now have a Porta Cabin in the car park which will be used to see “red patients”. This means that patients who have any symptoms that could be Covid related will not enter the practice building at all, making it safer for those patients who require to be seen face to face for routine nursing care or non Covid related issues
<ul style="list-style-type: none"> Phlebotomy service update 	<ul style="list-style-type: none"> We are unable to currently do any routine phlebotomy due to an issue with pathology chemicals cause by Roche. This meant we have had to cancel all routine appointments for the last week, and do not yet have a confirmed date for when we can restart. This is frustrating as we have recently recruited two new phlebotomists for the practice, meaning we will have cover 5 days a week.

	<ul style="list-style-type: none"> • Depending on how long the Roche situation lasts we would be hopeful that we would have the wait time for a routine phlebotomy appointment down to 2 weeks by the end of December. • We continue to prioritise appointments for primary care blood requests as these patients are no longer able to go to the hospital to have blood taken • We still have not had a full response from the Clinical Commissioning Group about secondary care patients requesting bloods at the surgery, and where we should redirect them while we feel we do not have capacity.
<ul style="list-style-type: none"> • AOB 	<ul style="list-style-type: none"> • Apologies from NW that there was a problem with the original invite being sent. This was due to a complete computer changeover at the surgery, hence the low number of attendees at this meeting. NW to organise another meeting pre-Christmas via TEAMS