

**Minutes of Patient Participation Group Meeting held on 18th of August 2020
Gladstone House Surgery**

Virtual PPG meeting due to Covid-19

Present: Brenda Loynes, Denice O’rourke, Pamela Frake

Staff: Ruby Ray, Sarah Lilley

Apologies: Kathleen Threlfall , Richard Threlfall

Minutes taken by : Sarah Lilley (Admin Supervisor)

Action

Allocation of care homes	GP Practices have now been allocated to care homes in Hartlepool. This will help as care homes now will have one point of contact for all patients. Patients in every care home will be given the option to stay with the practice that they are currently with if they wish to do so. If a patient has been registered with a GP and wishes to continue receiving care from them they can do that.	.
Flu Vaccine	Flu Campaign – It has been suggested by H&SH that this year due to the COVID19 pandemic all patients over the age of 50 -64 will be eligible for influenza vaccination. This would increase our patient eligibility by 1000. It has been mentioned that HASH our Federation may help us organise vaccination roll out at a large venue (Hartlepool Town hall / Football Ground) have been mentioned) but nothing has been agreed and finalised as yet.	
Shielding patients	The practice is contacting patients who are shielding to ensure if there is anything that they need and organising anything that we can from the practice. Services were set up that could deliver shopping and prescriptions so we can advise on these services.	

Learning to work differently	Due to COVID 19 the practice is having the work different but we have learnt a lot of new skills through this. Clinicians now offer video telephone consultations, telephone consultation and are using e-mail and text to communication with Patients. This allows patient to still be receiving the care they need while staying safe. Clinicians are also managing their own Face2Face appointments so that they can triage a call and give appropriate advice before seeing patients.	
Next PPG	We have discussed possibly having a Zoom meeting as a video PPG for our next meeting if members think this would be a good idea.	