

DRAFT NOTES FROM ZOOM MEETING WITH THORNBURY CENTRE FOR HEALTH. Friday 19 June

Present:

Dr Merry

Maria Power

Colin Hume

Anona Amis

Barbara Stryjak

After the rather chaotic time at the start of lockdown when the practice was getting lots of phone calls, things have settled down. The way of working is totally different.

There were lots of calls around Easter time with queries about shielding.

Calls now coming in from parents not wanting their children to go back to school.

The majority of appointments are on the phone, with a few F2F appts.

Dr Merry said he has about 20 phone appointments/day and maybe 2 F2F appointments.

Non-essential appointments with the nurse are not yet taking place, except for immunisations, urgent blood tests, cervical screening.

The phone triage sessions are now usually full, but there is availability via the hub evenings and weekends.

Physio appts are via the phone and the waiting time for these is only a day or two, so much speeded up.

Getting through on the phone is quite good, with 78% of calls answered in less than 5 mins, and the average waiting time to get through on the phone is c 4 mins. **Note- some callers hang up – how many and the %age??**

Patients can also send an e mail to the Practice as these are currently being answered promptly as some staff are shielding and working from home. Note this could be very useful post covid and help reduce phone calls?

The biggest problem for the practice is when new guidance comes in from the NHS and needs to be implemented and this is a frequent occurrence.

Capacity for F2F appts drastically reduced as the room has to be deep-cleaned after each patient. So, a 10-minute appointment takes 20 minutes because of the deep clean after each patient.

Staffing – physically there is one GP, 1 nurse, 1 HCA and 2 receptionists on the premises each day. Some staff are shielding and are WFH.

The practice is doing some video consultations and using both eConsult (free as CCG is paying for the contract for a year) and also AccuRx. **Note how long will this be free?**

eConsult allows the patient to send a photo eg of a rash. eConsult questionnaire is fine for articulate English speakers but not so good for those with poor English. AccuRx does video consultations and video is also available on eConsult. Video consultations are good for seeing children (are they animated, running around, or quiet and morose).

Note -obviously there are situations when video is best. Who asses this in the process is important. We think the idea of video consultations needs further discussion for post Covid as the Doctor just uses them instead of a F2F, they do not save any time. You need to have prior triage with recommendations to do this.

PPE situation better now, but the price has gone up dramatically eg 50 face masks used to cost £8, now £30. Do you get the face shields from the OWGRA publicised printing scheme?

Problems with availability of antibacterial gel for refilling the containers around the premises of the practice.

Physical changes in the practice – Perspex screen installed are reception, carpets removed in the waiting room. **Question – what is the cleaning regime for the consult rooms?**

Important messages for Patients - not to come to the practice if you don't have an appointment but make contact if you are concerned over any non covid medical condition.

The use of Text messages was discussed and it was recommended that these should be sent out more frequently. ie mini newsletter update etc. It was suggested that the OWGRA e newsletter could also be used to send information as required.

Note the PPG will send a draft text message for your consideration.

The Group thanked Maria and Dr Merry for their valuable time which was appreciated.

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