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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| July 21 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** |  |
| **Guests** |  |
| **Apologies** |  |

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| **No** | **PPG UPDATES By Ross Harrison** |
| 1 | PPG meetings – cases are rising in the area at an exponential rate. As a practice, we need to assess the risk-benefit ratio of conducting PPG meetings while cases continue to soar. As at 21st July, I believe the risk outweighs the benefits for both staff and patients. I will update you on a quarterly basis until we can reconvene the meeting at the practice. Please liaise with Shelley Burke directly any items/queries you would like to discuss, I will include them in this update. |
| 2 | Waiting Room - The surgery doors re-opened in April 2021. Feedback from patients and staff has been complimentary and we ‘hope’ that we will never have to operate this way again. We have purchases new antibacterial vinyl chairs to replace the fabric chairs. |
| 3 | Telephone system – Calls have increased significantly in the last 6 months’ and we are acutely aware that we need to increase our administration staff to deal with demand. We have an advert out now to help to reduce the administration burden we find ourselves in at the moment. We thank you for your understanding in this matter. Please |
| 4 | COVID-19 booster programme will be offered in 2 stages, the criteria is below:  *Stage 1. The following persons should be offered a third dose COVID-19 booster vaccine and the annual influenza vaccine as soon as possible from September 2021:*   * *adults aged 16 years and over who are immunosuppressed* * *those living in residential care homes for older adults* * *all adults aged 70 years or over* * *adults aged 16 years and over who are considered clinically extremely vulnerable* * *frontline health and social care workers*   *Stage 2. The following persons should be offered a third dose COVID-19 booster vaccine as soon as practicable after stage 1, with equal emphasis on deployment of the influenza vaccine where eligible:*   * *all adults aged 50 years and over* * *adults aged 16 to 49 years who are in an influenza or COVID-19 at-risk group. (Refer to the Green Book for details of at-risk groups)* * *adult household contacts of immunosuppressed individuals*   *link: https://www.gov.uk/government/publications/jcvi-interim-advice-on-a-potential-coronavirus-covid-19-booster-vaccine-programme-for-winter-2021-to-2022/jcvi-interim-advice-potential-covid-19-booster-vaccine-programme-winter-2021-to-2022*  if you fall into the above categories, you will be offered the booster at St Pauls church |
| 5 | Staff Updates - Nia (Lavenia) practice nurse, left the practice in May and we have replaced her with Lisa. Lisa has settled in to the practice really well. She has a wealth of experience and is currently studying at Wolverhampton University to become a nurse specialist.  Working for our PCN, we now have a mental health nurse, a physician associate who conducts home visits, a dietician, pharmacist, first contact physio and an occupational therapist. |
| 6 | Appointments:  The appointment booking system continues to change, there are certain illnesses and conditions that are booked straight away for a face-to-face appointment; the system has been developed by the clinical team within the practice. For other conditions and illnesses, they will be assessed over the telephone, the clinician will then decide if a face-to-face appointment is required. This method reduces contacts and can be more convenient for the patient.  The Practice Nurse is doing the chronic disease management where possible remotely.  It is business as usual with Immunisations and vaccinations, smear tests etc. |
| 10 | Covid cases in Stoke-on-Trent  157 new people had a confirmed positive test result reported on 20 July 2021.  Between 14 July 2021 and 20 July 2021, 1,511 people had a confirmed positive test result. This shows an increase of 21.9% compared to the previous 7 days. |
| 11 | CQC inspected our practice remotely in June 2021, they did not find any data that was concerning. |
| 12 | Practice Survey  <https://gp-patient.co.uk/report?practicecode=M83090>  Survey results have been released, patients were asked to complete the survey in January 2021. Please click on the link above to review the results.  Overall, the results are not as good as we had hoped for, I will consult with my colleagues on ways we can improve your experience, please e-amil [durnobin.streetmedical@nhs.net](mailto:durnobin.streetmedical@nhs.net) with any suggestions.  86% of patients surveyed said their experience at the practice was good; which is 3% above the national average. |
| 12 | With a daily-changing picture, guidance, rules and data alter frequently. Information provided by the Government and the NHS is reliable and kept up to date. With the NHS under increasing pressure, we can all stay at home to save lives. Information from the Government website ensures that you can see the most up-to-date information about rules for staying at home.  <https://coronavirus.data.gov.uk/>  <https://www.gov.uk/coronavirus>  <https://www.nhs.uk/conditions/coronavirus-covid-19/> |
| 13 | If you have any questions for the next PPG meeting, please email: [dunrobin.streetmedical@nhs.net](mailto:dunrobin.streetmedical@nhs.net) |