The Brimington Surgery
Patient Participation Group
NOTES Wednesday 30th September on ZOOM.

1   **Attendees –** J Chappell, S Hague (Chair), M Liddle, G Martin, P Wright & P Elliott (Practice Manager)

     Apologies – P Smiley – " *can you mention my praise for everyone at the surgery who have been kind, considerate and encouraging"*

2   **Area Network Meeting Feedback** - (standing item) – *on hold*

3   **Pt feedback** - (standing item) - The Family and Friends test continues but remotely via text and app. Results are posted on the Practice information on our website.

After months of nothing but kindness and appreciation during the first few months of the pandemic, nationally a growing number of patients are becoming rude and abusive not only to NHS staff but to supermarket and other service sector workers.
One of our patients was even rude towards a PPG member who was asking advice from a receptionist.

The practice proposes to send a blanket text to all patients and the following wording was agreed (subject to Partner ratification)

"We would like to thank the majority of our patients, for their kindness and understanding during these difficult times. However, we are disappointed that a growing minority of patients are being rude and abusive towards our hard working staff. We will be writing to those patients and they may be removed from our list."

4   Surgery update

GPs - Dr Freeman decided not to return after Mat Leave; Dr Yeoman decided to change career path and is now a palliative care doctor in Sheffield; Dr von Schreiber is currently on long term leave; Dr RM White is returning on 1st March 2021; both Drs White are training to be GP trainers which is very time consuming but also very important not only to the practice but also to primary care in general.
We have recruited a New GP – Dr Hughes (f) and we hope to advertise shortly for another GP
Thankfully all our other teams currently stable

COVID – a brief snapshot of surgery life
Currently all patients requesting a GP appointment have a telephone triage call first. PE reassured the PPG that where patients need seeing face to face then they will be asked to

come to surgery. This is to reduce footfall and help keep staff and patients safe. It has been found that much more can be dealt with effectively over the phone that was initially thought. GPs also have the facility to video call and to receive photographs.

It was flagged up that many elderly patients don't want to bother the GPs and/or are too scared to go out. It was acknowledged that unless the surgery is contacted there is not much that can be done about the former. However, when a patient is suspected to be in need PE has in the past asked the Care Co-originator to contact them.

There has been a National TV campaign to remind the population that GP surgeries are open and to not ignore serious symptoms.

So far there has been one confirmed case of COVID amongst staff (a couple of months ago) which was not caught by working at the Surgery but via a partner who was a Paramedic. A second staff member has clearly had the virus as they have antibodies however they are now especially unwell.

Most staff absence has been due to symptoms more associated with a cold – but we have sent them home and insisted on tests – all negative or having a household member with symptoms – again all tests have been negative.

We are happy that the measures of distancing, personal keyboards, PPE usage, low room capacity, low illness thresholds and front desk screens are working to good effect.

5   Re-branding receptionists

The Practice is keen to move away from the stereotypical opinion of the "receptionist" or "GP receptionist" and wishes to rename this team. The list below was discussed and the vote was for Patient Support Team

Patient Administrators
Patient Service Advisors
Patient Service Support
Patient Care Advisors
Patient Advisors
Patient Support

6   **Any other business** – Plans for new houses look like they are going ahead – discussed at previous meetings.

7   **Date of next meeting** January 2021 – probably on Zoom