



Minutes

Boultham Park Medical Practice Patient Participation Group Meeting 25th June 2020

PRESENT: Isobel Webster (Chairperson)
 Neil Hewson (Practice Manager)
 Brian Harding
 Janet Harding
 Cathy Hanger
 Rosie Damarell
 Maggie Pitts
 Colin Damarell (Secretary)
 Dr Whitlow (GP Representative)

APOLOGIES:
 Sandra Williams
 Angela Smith

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting. Apologies were given on behalf of Sandra who was unable to attend.

2. Minutes of Previous Meeting

Isobel asked if everyone had read the AGM minutes and asked for it to be confirmed that the minutes were a true record of the last meeting.

Proposed Janet

Seconded Cathy

3. Matters Arising

Cathy pointed out that there was a typo on page 1 of the minutes with reference to the nomination of Secretary. Colin agreed to update this.

Patients Questionnaire – Angi/Rosie

Angi was aware that there was still an outstanding action for her and Rosie to sort out the questions for the Patient Questionnaire and will speak with Rosie so

Action

Carried

Colin



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that Neil can go forward with the questionnaire. Rosie also commented that due to the current COVID-19 climate, everyone has been extremely busy but they will get together to sort this out as soon as they can. Rosie has some proposed questions which she can send to Angi and Neil directly. Rosie did point out that there were no COVID questions for obvious reasons

4. Practice Update

Neil presented the update which is summarised as follows:

- a) Big changes due to COVID-19 but they have managed to maintain services despite some of the practice working from home. All doctors and nurses have been working in the practice.
- b) Everything is now triaged via telephone but it has been noted that there is a big reduction in requests for appointments. This does give concern that some people may not be attending when they should.
- c) A huge investment in technology to facilitate video consultations for doctors which also includes pictures to be sent in with high quality.
- d) Dr Whitlow did say that some picture quality is not always good enough to identify issues with some skin complaints. Also, people with such issues as stomach pain is another issue that cannot be dealt with remotely.
- e) Dr Whitlow also expressed concern that some people with suspected cancers may be missed due to a reluctance to attending the practice. This is a national concern and it is imperative that people should attend the practice if they have concerns of this nature. The practice has also teamed up with Newark Road surgery to provide what was called a 'hot' and 'cold' service. Essentially, if there was a suspicion of COVID-19 then the patient was directed to Newark Road. This made the system of decontamination easier and worked really well. The numbers of COVID-19 in the catchment area was really low. A benefit of this set up was an excellent working practice with Newark Road surgery has been established. The practice has now reverted back to their normal process but now this has been established, it will be available if there is a second wave of COVID-19.
- f) There are no longer any paper prescriptions except for extreme circumstances where a patient has a face to face appointment with a doctor. All prescriptions are sent electronically to nominated

All



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pharmacy. Currently, there are in excess of 60% registered for on-line services.

- g) The practice have also been managing the Care Homes in a similar manner to reduce risk of attending the homes which has worked well.
- h) The time between appointments are longer to allow for decontamination and there are more cleaning regimes in place. The main seating reception area has had to be changed to ensure appropriate social distancing. This means that some people have had to wait outside in their cars.
- i) Reception is going to have a glass privacy screen to protect the receptionists and will also offer more privacy to patients.
- j) A complete IT change was done in May which means that if the practice have to 'decamp' to another location they are able to do this. This includes doctors being able to use their IT services from home - all through a secure network.
- k) Social distancing/COVID-19 will have a detrimental impact on the annual flu campaign and the way it is delivered as the numbers who attend the clinics will no longer be the same as previous campaigns. This may mean that the surgery might have to find additional premises to deliver the vaccine to patients. Ultimately, the criteria is to ensure that the campaign is delivered in a safe manner for both staff and patients. This affects all practices and is being looked at from a national level. This campaign may also occur when there is a second spike of COVID-19!
- l) The staff have been pleased on how the patients have responded to the changes imposed by the Practice and thank the patients for this.
- m) It is important that anyone attending the Practice wear a face covering at all times!**

Neil

The PPG commented that they are immensely grateful for all the members of staff at Boultham Park Medical Practice for all their hard work and patience they have shown during this difficult time and for maintaining the excellent services they provide.

All

Isobel asked what it would take to be able to go back to on-line booking of appointments. Neil's response was that this was dependant on the need for triage. Currently, there are no plans to scrap the triage function which means the online booking will not be available for the foreseeable future. This is also another factor to protect the staff too.



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Neil stated that the new Airmid service should be going online soon which will eventually replace the current online services. However, it does not currently have all the AI services in place yet. This service will eventually be used as a communication service between doctors and patients as well as providing results.

All

Healthwatch had sent out an open invite to an online meeting for the 15th July which Isobel will post on Facebook for anyone to attend if they wish to. Healthwatch are more interested in patient comments. Any responses are not to be directed to BPMP

Isobel

5. Lincolnshire Care Awards

Cathy asked if there had been any progress or was this on hold due to current COVID-19 restrictions. Neil responded by confirming it had been on hold however, Jessica and Caroline have confirmed that the timeline has been extended and that the BPMP are still progressing with it. They are contacting people who have Carer on their records to confirm that they still are a carer.

It is a slow process that is still going on to completion.

6. Farewell to Dr Whitlow

Isobel stated that there has been an overwhelming response to Dr Whitlow's retirement and the warm affection he is held in. Comments showed that some people still consider Dr Whitlow as a 'Family Doctor'.

One comment that summed it up:

'Thanks for all you done Dr Whitlow - more than a doctor - like a friend.'

The PPG added their good wishes to Dr Whitlow for his retirement.

7. Next Meeting

The meeting was concluded at 19:15 hours. The next meeting is planned for Thursday 3rd September 2020.

Colin Damarell



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Practice
Patient Participation Group
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25th June 2020**

PPG Secretary