

Tower Hill Partnership Medical Practice  
Patient Participation Group Meeting 22/7/2021

Minutes

## Present

16 PPG members

Chair Mr John Whitehouse

Staff member Dr T Soyannwo, Adele Russon, Ed Sutton, Sarah McMulkiin

Chair welcomed all our members to the meeting

## Update From The Practice

### Staff changes

Dr Nandi is now a salaried GP, Dr Chrisostomou has become a Partner and we have Dr Ghaus a new salaried GP starting 3 days a week and Dr Janua who will be doing 2 days a week from September. Tahir has now left and Helen Kilminster is our new Pharmacist looking after our Medication safety.

### Pandemic

The surgery has been working in a different way during the Pandemic in line with NHS England.

We changed to Telephone Triages only, infection control was looked at and measures were put into place including PPE to be worn by Clinicians and staff and none mixing of floors in the building. Risk assessments were done on all staff and some Clinicians were not permitted to see patients as they were at risk.

The PCN set up an Amber site at Tanhouse Clinic in Hamstead for f2f appointments. We had a rota for GP's, Nurses, Managers and Admin staff. Any suspected COVID cases were sent to a Red Site in Aston.

All other services were suspended.

As restrictions were lifted Tanhouse Clinic was closed and Patients were seen in the morning in Purple Clinics, this was for planned care appointments eg Childhood immunisations, smears tests and injections. In the afternoon we had Amber clinic which Dr's had f2f appointments, this was so there was no cross over of patients.

In the next stage, we opened up the floors and Clinicians were seeing patients in their own rooms. All staff and patient temperatures are still being taken when they entered the building and PPE is being worn. Phlebotomy service is being offered at the surgery Monday to Friday.

Several questions were asked by the group regarding the government lifting restrictions, boosters, travel and Flu vaccinations. Dr Soyannwo updated the group on these questions and explained that a 3<sup>rd</sup> wave is expected and the practice is getting 50/50 PCR test positive results and we needed to

take precautions and this is why the front doors are kept shut and you can only come into the building by invite. The surgery will be working along with the PCN and NHS England to organise booster clinics making sure we have capacity to store vaccines and run clinics in house and at the pharmacy

## CQC

A visit has been arranged for 10/8/21 information will be sent via email and they will dial into our clinical system.

Adele asked for a volunteer from the group, if needed to speak to the inspector.

## Patient Survey

Adele went through the results of the patient survey with the group and explained how the phones lines have been monitored and data collected. After media coverage on the news about GP's surgeries our incoming calls went up to 2,000 a day and the worst week we had 7,000 calls when before COVID we were averaging 4,500. Handouts were given to member with results.

## Action Plan

The group were asked How we could improve our service?

We put into place the following

New practice Website

AccuRx -text message service

Video calls

Face to face appointments if necessary

DNA letters

Sickness reviews with staff

Whatsapp group for staff

Increase text alert system

Select random calls to listen in on

## New Practice Website

The new practice website went live in May 2021 Ed showed the group on the big screen how to navigate it. We have had positive feedback that it is very user friendly and a copy of the Survey Monkey results were handed out to members.

## AOB

NHS app was explained and showed too some members how to download the app. SWB app has now been stopped.

A member commented on how busy the phone lines are and he had to wait a long time, he has now used the website and found it very helpful but committed would like to be able to edit the form once submitted.

Another member commented on how good she found the services we offer at the surgery.

Next meeting date to be confirmed November 2021.