## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from PCN Patient Participation Group**

**ZOOM Meeting held on Tuesday 28th July 2020**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Ms Kirti Thakar, Mr J Patel, Jyoti, Julie Davey, Mr Parkar, Michael Maxwell, Susan, Julie Walton, Dilip, M Patel

1. Apologies were received from
2. JW welcomed and thanked everyone for joining this PCN PPG Zoom meeting;
3. JW started with the Agenda and named the different surgeries on the list and to try follow the list as the meeting continues;
4. JW asked for update on the practice communication and started with East Park Road Medical Centre. M Patel thanked everyone for joining. When national lockdown was announced they closed branch surgery and started using services from the main site, started taking prescriptions over the telephone, doing telephone triage, video consultations and some face-to-face patients who need to come in. Doing children’s immunisations, blood tests as well. Starting to do the 6 week baby checks, and to do smears and routine bloods. MP thanked her patients for accepting the situation and giving some positive feedback.

JW thanked MPatel and asked whether there was anything to add at this point, MPatel said no that was all for now.

(JW asked everyone to turn off microphones apart from the person who is speaking as due to others, unable to hear the person who is speaking)

1. JW asked for update from Spinney Hill, Julie Davey not connected, so Jyoti gave updates on her behalf for Spinney Hill. Prior to the second lockdown in the City they were beginning to start doing a lot of face to face work including mother and baby clinics, children’s vaccinations and face to face consultations as and when required but with the second lockdown, what they have done is eased back seeing as the main incidents within their match, the risk of having increased footfalls are quite significant; so that the moment they are doing most of the consultations remotely and call patients in as and when they need to. They have not restarted the mother and baby clinic, which is what they were planning to do so that has stopped at the moment. Over the next week they will be seeing what the latest guidance from Public Health is and then reinstating the face to face as it is considered to be safe. As regards other things they do phlebotomy as there are number of things that need to be monitored routinely.
2. Julie Davey then spoke that before the second lockdown they did start to set everything back up, doing mother and baby clinics, still doing children’s immunisations, limiting footfall, started doing B12s but limited that too. However, now after next guidance they will start to get back onto this. JW thanked JD for her contribution and update;
3. JW asked for Charnwood Practice and Julie Walton, Operations Manager, thanked everyone for joining. She mentioned the two lockdown periods and there have been a lot of changes in the practice. As Julie and Dr Pancholi was saying at Spinney Hill, they have started bringing services back to the practice after the initial lockdown and they had to change that again. However within the practice they review their services on a weekly basis. She advised regarding incoming calls and since May and July to date, they have had 11,300 from their patients, that could be to make appointments, prescription requests and just for advice and support because some of the messages have been very confusing to patients and they want some advice and support. She expressed time on the phone with patients is very important because each week things have changed and can be very confusing. They have structured their appointments and do not have too many patients in the practice, looked at spacing out chairs. Any face to face, patients that come in, they allow gaps between patients to allow time for cleaning clinic rooms and for Nurses and GPs to change PPE. She said their Nurse Manager will profile telephone assessments between patients and well as that will give more time between patients so that waiting areas are not too full. They have been maintain waiting list of non-urgent tests and when first lockdown finished, they started booking patients and contacting patients but obviously gone back to the waiting list again. She hoped that by Thursday they will have bit more news and start booking patients again. Their Nurse Manager will send list to all practice staff of services they are providing on a weekly basis so there is no confusion and all their staff and patients know that they can be safe coming into the practice. She is going to speak about masks later on but all their Nurses and GPs wear full PPE, admin start wear masks and only take off masks when they are on the telephone, they are fortunate in their admin office to have 2metre social distancing. They have some staff working from home and have been set up with PCs, laptops, mobile phones, to allow them to still support patients from home. They have completed risk assessment for all their staff as well to ensure they are safe in the practice as well as their patients. They are having daily 10min meetings with staff to ensure they are safe in the practice as well as patients for any suggestions, comments or ideas from either staff or patients on go through them on a daily basis. They have also been supported by a couple of new roles and talk further in AOB, with social prescriber and physician associates. Cleaning rooms is important and an isolation room that is steam cleaned daily and carry on with deep cleans throughout the practice. They have been in regular contact with shielding and vulnerable patients who can feel isolated and they have been in touch with them to check on them etc.