**DR DOWSETT & OVERS**

**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 7TH March 2020**

**Present: Apologies:**

Michael Charlton Dr K Overs

Ron Smith

Tristan Francis

Paula Holman

Eric Micallef

Jackie Elder

Dr Dowsett

Hazel Dowden

Sarah Mulvain

1. **Minutes of last meeting**

Agreed as read

**2. Coronavirus**

HD discussed with the group the current guidelines regarding coronavirus. We have been advised to prepare for a pandemic and so HD has completed a pandemic plan following advice from the CCG. We have been issued with PPE and have buddied up with East Wing Surgery in the event of short term closure of the practice. HD informed the group that the practice may have to close for a deep clean if a patient presented who had coronavirus. HD informed the group that we will have a designated isolation room, display posters to warn patients with symptoms not to enter the building, update the practice website on information for patients regarding the coronavirus (not to attend GP surgery and to call NHS 111). TF suggested increasing repeat prescriptions to 2x monthly to decrease patient contact, the practice agreed that this may be a good idea should the situation escalate. It may become necessary that the practice only has contact with patients via telephone however at the moment this is not necessary. HD informed the group that we are receiving further advice daily and taking advice and guidance from the CCG.

**3. eConsult**

SM informed the group that the practice will be going live with eConsult on 17th March 2020. This will enable patients to submit online non urgent requests to the practice and the practice will reply within 48 hours. This service will be available via the practice website for all patients to access. This is a service that will replace 30 minutes of face to face appointments each day however the practice feels that the clinicians will be able to make better use of this time responding to eConsult requests. The group were happy with this and happy to test the new service when it is up and running.

**4.** **Dermatology Pictures**

AD informed the group that the GPs are now able to send photographs of skin lesions/moles etc to a dermatologist. This service has proven very effective in that it saves patients attending for a hospital appointment if the dermatologist advises that there is no need for assessment.

**5. CCG update**

* MC informed the group that he had received DNA figures for all practices in South Tyneside and the practice’s figure was 3.9%. The lowest was 1.8% and highest 8.8% giving an average of 5.3%. This showed that the practice is doing well in reducing the number of DNA however it may be useful to look at where the most DNA’s are happening and target that specific area.
* MC informed the group of the next governing body meeting which is to be held at Hebburn Centre on 26th March.

**8 AOB**

* SM informed the group of the Practice’s new Facebook page. This has been set up by our Practice nurse Kath following a Nurse Digital meeting. Kath will be updating this page with information relating to health campaigns and practice news etc. EM suggested a practice newsletter for patients who do not use the internet. SM will ensure newsletters are made again as this was stopped recently due to increased workload.

**9 Date of next meeting**

Saturday, 30th May 2020