**PPG Zoom Meeting 18th June 2020**

**Present:** Angela Alder, Keiran Clegg, John Tyson, Nick Burrows, Sarah Carter (DPM)

**Apologies:** Debbie Ryan, George Cutting, Tony Skidmore

**Practice Update**

The practice has undergone some changes over the period of the pandemic. The five surgeries from the locality joined together to help manage the workforce when a lot of doctors and nurses were isolating due to government guidelines. Thorley Health Centre and Haymeads have been used as central locations to treat patients from across the whole area of B/S and Sawbridgeworth. The practice is now using video and telephone consultations to speak with patients although there are face to face appointments available for those who require one.

The practice has contacted all of the known shielding patients to check on their welfare. Operation Community have been engaging with the local population to offer support with supplying food and the social prescribing team have been taking referrals also to help patients who are isolated.

Thorley Health Centre update – the practice are in discussion with the developers regarding the refurbishment and expansion of the site, and would like feedback from the PPG and wider patient group. This may be in the form of a survey sent out to patients shortly. ACTION: SC to send out patient survey regarding expansion of Thorley

*We are planning to extend existing premises at Thorley Health Centre. This is due to the expansion of the town and also to modernise our services. As part of our planning, we’d like to know if there’s anything particular you would like considered. Please write to the Practice Manager at the surgery with your comments or suggestions*

**Patient Engagement**

The healthcare event that was planned for April 2020 had to be cancelled. This can be rescheduled when it is safer to do so.

The practice has been using a new SMS messaging system to send out notifications and information to patients which has proven popular. The website has been updated with all new information and a new social media page on Facebook has been set up. The use of eConsult has gone from 70 per month to over 600.

The practice recently asked patients for feedback which has so far been very positive with online reviews and Friends and Family Test survey.

Members of the PPG were concerned for patients who do not have access to the internet or the technology now being used in the practice. SC can connect the PPG with the Social Prescribing team who may be able to look at funding and projects for this purpose. ACTION: SC to invite social prescribing team to the next meeting.

SC informed the group that some applications were received to join the PPG, these can be shared and invited to the next meeting. ACTION: SC to send on names and details of patients interested in joining the PPG.

To discuss at the next meeting - increasing the PPG numbers and engaging with the practice population. More information on planning and projects can be found here: <https://www.napp.org.uk/>

**Date and Time of Next Meeting:**

I cannot schedule a Zoom meeting that you can telephone in to, because I don’t have this price plan. I can assist any members who are having difficulties joining the calls if you would like to contact me prior to the meeting.

Topic: PPG

Time: Jul 9, 2020 12:00 PM London

Join Zoom Meeting

<https://zoom.us/j/97425580586?pwd=b3NLVFdHbXZDV1JVS1c4c2lJVllSZz09>

Meeting ID: 974 2558 0586

Password: 4Uak2w