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**Minutes of a meeting held on Tuesday, 28th October 2020 at 7pm**

**Present: Sharon Colclough (SC)(in the chair), Dr Rashmi Sawhney (RS), Mohammed Rafiq (MR), Jonathan Haydock (JH), Tess Watkins (TW), Helen Rigby (HR) and Dr. Jo-ai Foley (JF)**

**Apologies: Dr. Zoe Rogers, Keith Knight, Dr. Debra Hemsley, Lannie Staff, Christine Croft, Kim Jones, Molly Fowler and Gail Wellings**

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| **1** | **Sharon Colclough welcomed everybody.** |
| **2** | **Apologies for Absence: as above**. |
| **3** | * **Agenda** * **Confirmation of Minutes & Matters Arising** * **Update on Surgery’s Progress, staffing, and projects – especially in light of the difficulties of the last six months** * **Dashwood Primary Care Update** * **Healthwatch** * **Update on CCG** * **PPG Networking Group** * **AOB** * **Date of next PPG Meeting in January** |
| **4** | **The Minutes of the previous meeting were duly confirmed.** |
| **5** | **Update on Surgery’s Progress, staffing and projects – especially in light of the difficulties of the last six months: RS** said it had been a difficult six months and the Surgery has remained open despite assumptions by some patients to the contrary. However, access to appointments has changed and more are taking place remotely via telephone or video using AccuRx. Face to face appointments have increased from 10 to 15 minutes. GPs decide which route is the most appropriate for each patient. AccuRx also enables paperwork such as sick notes to be sent electronically and also speeds up communications between the Surgery and the hospitals to the benefit of patient care. She said that the workforce had been stressed, especially about exposure to Covid19. The number of patients in the waiting room is being controlled. Some patients have been verbally abusive – especially to Reception staff, raising stress levels. **RS** stressed how wonderful the staff had been in difficult circumstances. Immunisations are ongoing. Disability checks had been stopped, but are now starting again. Some patients have delayed coming to the Surgery because of Covid19 and there is now a Clinical Harms Group looking at how this can be addressed in future. Some staff had to work from home because of shielding issues and there has been a shortfall of technological equipment enabling this and delayed funding. This has led to the Surgery paying for its own equipment. Several Committee members applauded the Surgery for how well it had coped and the way it had treated patients over the last six months. |
| **6** | **Dashwood Primary Care Update:**  **JF** said that nobody had attended in the current climate. A pharmacist and paramedic are being recruited. Data collection is continuing. |
| **7** | **Healthwatch: SC** said that Helen Smith, the Project Manager of Healthwatch, will be invited to come to the next PPG Meeting. |
| **8** | **Update on CCG: RS gave an update.** A Clinical Care Homes for Bucks group has been set up. The aim is to co-ordinate the different organisations (GP Surgeries, various hospital departments, adult Social Care, etc.) to work together to ensure that every organisation or department involved has up to date information about every patient to improve their care. Every home should be aligned to a specific GP Surgery or PCN giving an extra level of care. To stop patients with Covid19 coming into GP surgeries, the CCG has developed two ways for patients to be treated – a home visit (if appropriate), or make an appointment with the Hot Hub at Wycombe General Hospital. Regarding the Inequalities Group, **RS** said there had been good communication with the Muslim Community, especially around the time of Ramadan. An Inequalities sub-group has been looking at issues around Covid19 and the BAME community to see if Bucks needs to do anything differently. |
| **9** | **PPG Networking Group:** **RS** reported that Simon Keary has just taken the lead. |
| **10** | **Any other Business:**  **TW** asked if any of the working practices developed as a result of the pandemic would be continued in the future. **RS** said the Primary Care Recovery Group were looking at the changes and deciding which would be continued post pandemic. From an overall perspective, **RS** said there had been many positives, including a breakdown of inter-organisational barriers, a breakdown of bureaucratic barriers and positive developments in the use of new technology.  **SC** asked if the CQC was continuing its work. **JF** said any work completed was virtual. |
| **12** | **Date of next PPG meeting: Suggested Wednesday, January 20th or Wednesday, January 27th 2021?** |
|  | **SC** thanked everyone for their time. |