



# Budleigh Salterton Medical Centre

## Patient Participation Group

### July Update

#### (In lieu of the usual minutes update)

Owing to the Coronavirus pandemic the PPG has postponed face to face meetings and we are issuing this update in lieu of the planned July 2020 meeting.

1. **Practice News:** The practice has had 1 GP, 1 nurse and 2 administrators shielding during the pandemic and hopes subject to risk assessments they will be able to return to the practice to work during week beginning 06/07/2020.

The practice has been able to keep our doors open during this pandemic and continue to provide a service to our community. This has been made possible by the patients, who have respected the changes which have had to be put in place to keep our community safe.

It was agreed with the PPG to produce a summer newsletter despite Covid-19 as it was felt it would be particularly helpful if we could let patients know we are open, how our appointments are running and information on mental health.

2. **PPG Members Feedback:** Contact with the public at present is difficult for the PPG but members have heard that patients are generally pleased with the way the Medical Centre is handling appointments. Blood tests and prescriptions are prompt and efficient.

There was some concern about a delay in contact when telephone calls with a doctor are arranged and so the Surgery will ensure that all staff are aware of agreed protocols. Some concerns were raised about the complexity of information on the opening page of the Medical Centre website and this was promptly addressed by the Surgery.

3. **Devon PPGs Update:** SL reports that there have been no further meetings of the WEB PPG Chairs since March but each PPG remains in contact with their local GP practice. All report an increased uptake in the use of eConsult with some patients worried about the reduced face to face contact with doctors. There have been some reports of delays in response times to questions raised by patients on the eConsult system but the Budleigh PPG is not aware of any issues here
4. **Friends and Family:** This is currently on hold but will resume once NHS England advise us to do so.
5. **WEB Community Health and Wellbeing Board:** SL reports that in the absence of a face to face meeting the action tracker was updated members but the overall feedback is that many activities in the community are on hold and the focus is upon Coronavirus response and control until the current restrictions are lifted.
6. **Health Information Awareness Events:** PPG will resume planning for these events when permissible:
  - Osteoporosis
  - Asthma/COPD
  - HRT/Menopause.
7. **Newsletter:** The latest edition from June 2020 is available to download from the practice website. It has also been emailed to the members of the PPG so they are able to print / email copies on request.
8. **Email Contact for PPG:** Patients can now use email to contact us. Our thanks to DM for setting this up. MR has kindly agreed to oversee the inbox for us. The address is:

[d-ccg.budleighppg@nhs.net](mailto:d-ccg.budleighppg@nhs.net)

Following an exchange of emails between PPG members the following wording was proposed as an immediate response to each email:

*Thank you for contacting the Budleigh Salterton Medical Centre Patient Participation Group (PPG). We will respond as quickly as possible. Your email will be treated in confidence and it may also, with your prior permission, be shared with the Medical Centre.*

and the following will form the footer to our email responses:

*The PPG acts as a two-way communication channel between the Medical Centre and the community in order to help patients use facilities to the best advantage and the Medical Centre to implement policies influenced by representative patient views. The PPG is not a complaints processing organisation and patient specific complaints should be addressed directly to the Medical Centre.*

All emails will be shared with the PPG team.

- 9. AGM:** It has been agreed to postpone this year's AGM until a public meeting can be held.