

**Red House Group. PPG minutes meeting held on December 2<sup>nd</sup> 2020  
By Zoom due to Covid 19**

1. Welcome

I Welcomed all on the Zoom call, and in particular welcomed Evelyn Diamond to the PPG meeting for the first time.

2. Apologies for absence

Received from. Miriam Moore and David Barbanel . Pat Brodie said she was going to try and dial in.

3. Minutes.

Minutes were circulated pre meeting for the previous August 22 2020 PPG meeting. There were no comments. So they are now accepted

4. Matters arising

There were no matters arising from the minutes

5. Introduce Evelyn

The Chair formally introduced the PPG's new member ,Evelyn Diamond. She said was delighted to contribute going forward.

6. Surgery update

No new personnel changes per se, but they are currently trialling a series of nurse practitioners . They are being trialled as they are transferring to GP related work from hospital positions

No additional fall out from the latest patient realignment post the departure of Dr Mukherjee

The Park Street practice is used when necessary for suspected covid cases from patients at any of the three surgeries.

Only two members of staff are suspected of having COVID. And this was in the spring, right at the start of the epidemic. No patients were affected.

The on line and telephone consultation approach by nurses and GPs may well continue to a certain extent, even post Covid. More efficient.

#### 7. Covid vaccination update.

The exact approach is still being worked on by the Red House Group and the PCN that it is an integral part of.

It will most likely carry out vaccinations at Allum Hall in Borehamwood

There is potentially also to be a regional centre for COVID injections at Stevenage.

Final details will emerge post a meeting over the coming weekend.

Timings are very hard to predict at this stage, but initially it will be 85+ patients and NHS staff

It may well be not until January before patients start to be vaccinated

In the meeting it was discussed how critical the communication with patients is in terms of accuracy and details. Patients will be texted just like during the flu jab campaign. If no text approvals or number is known, patients will be written to.

Volunteers are being asked for to assist at the Allum Lane site. Please contact Bimal Gandhi if you would like to help.

Evelyn Dianond asked for each surgery in the group to have a poster/ banner highlighting the process. The website will also be used, as will the telephone message system when you ring the surgery

#### 8. Telephone system upgrade news

The three surgeries are all having an extensive telephone system upgrade, which includes headsets, and easier immediate calling to patients.. An excellent development.

This does not affect the texting service, which is already up to date.

#### 9. Patient issues and complaints

There was a healthy discussion about a formal complaint we had received about CAMHS provision locally. The complaint was not only about the very long wait post referral. At least 6 months..But also about the way this difficult message was communicated to a desperate mother , who was highly distressed about her teenage child. Dr Gupte agreed completely with the terrible state of CAMHS provision locally, and said that he and others have complained very regularly about this awful State of affairs.

He also agreed that the message delivered to the patient's mother could have been handled better.

#### 10. Communication to patients by the Red House

This was discussed under 9 and 6 above, but I highlighted the need to be precise about mass campaigns such as Covid vaccination.

#### 11. Flu vaccination. Latest news and feedback from patients

Feedback from patients to the open air vaccination was entirely positive.

Additionally 50-64 year olds are being now invited to be vaccinated. This is a new initiative this year.

The Gazebo in the car park worked very well until it blew away one night!

A new one has been ordered and will be taken down each night to avoid damage.

#### 12. AGM virtual attendance by PPG members

The AGM was held by zoom., for Covid reasons this year.

Chair reported his disappointment that not all PPG members dialled in. Only one apologised for non attendance.

#### 13. Talk on Covid .. is this now on the website?

There was a technical problem uploading this

A new file has been resent to Bimal yesterday

Hopefully this very useful talk and presents to on will now be available to all patients.

14. AOB

15. Next meeting in early February

This is agreed for February 10<sup>th</sup> at 1330.

Probably by zoom, depending on how vaccinated we all are by then!!!