**PPG meeting September 2020**

**The role of Chair of the PPG is still vacant**. Please contact the Practice if you would be interested in this role which would involve organising meetings and being involved in developing the Practice from a patient perspective.

1. **Flu campaign**
* **This year, the way we run our Flu campaign will be very different to previous years due to Covid-19 and social distancing rules.  To protect our staff and patients, patients will be invited by letter to designated Flu Clinic Sessions.  Please read the information below to help you understand our new look Flu Clinics**.
* Clinics will be held on Wednesday afternoons initially 23rd, 30th September and 7th October

Both doctors and nurses will be vaccinating on the same day.  We cannot guarantee who you will see on the day

Patients will be invited by letter or text **ONLY**.  This letter or text will include a date.  When you contact the surgery you will be given a time slot, Time slots will be every half an hour.  We encourage patients to turn up to their designated date and time slot to ensure the clinics run smoothly as we have large numbers of patients to vaccinate

We will be staggering invite letters nd texts so please do not contact the surgery if you do not receive a letter or text before the first clinic on 23rd September

If you do not wish to have a Flu vaccine this year please contact the surgery to notify us of this, we can then remove you from our invitation process

Home visit appointments will be available **STRICTLY** for housebound patients.  If you are able to attend other appointments we would expect you to attend surgery

Upon arrival at surgery you will be asked to queue outside the front entrance of the building so please be prepared for all weather conditions

When you reach the front of the queue your name will be checked to ensure you are eligible for the vaccine and then booked into a clinic session with either a GP or nurse

All patients must wear a face mask on entering the building, unless you have an exemption, you will be asked to hand sanitise using our gel dispensers.  Once in the waiting area we ask that patients begin to prepare their arm for vaccinating by removing outer layers of clothing etc.  The GP or nurse will then call you though to a clinical room.  Staff will be on hand to assist you through our one way system through the building

* Once in the clinical room the GP or nurse will ask you some questions to check your record is correct and that there are no contraindications in issuing the Flu vaccine.  You may also be eligible for the pneumococcal and shingles vaccine these will be offered to you at this time

Due to the high numbers of patients who need vaccinating the appointment time is set to five minutes so we request that you do not ask to discuss any other issues you may have during this appointment, please complete an Online Consult on our website for this

Once you have been vaccinated you will exit the building through the back door following the one way system

* If you are **UNWELL** you should **NOT**attend the flu clinic :-
* 1.  You have symptoms of coronavirus which include a continuous cough, high temperature, headache, loss of smell.
* 2.  If you are self- isolating due to you having symptoms or a member of your household is having symptoms or you have returned within the last 2  weeks from overseas from a country without an air bridge agreement in place.

* The Flu vaccine is not a live vaccine so it is not possible to contact flu from the vaccine but it is possible to feel mildly under the weather for a few days after the vaccine

**Please DO NOT contact the surgery to book an appointment for the Flu vaccine, we will be contacting you**

1. **Coronavirus update**

### Coronavirus dominate news headlines. In view of this we are continuing to change the way that we work.- Access to the Practice

Due to the coronavirus outbreak, how you contact us will be different. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.  The GP practice is open and if you need to see the GP, please ring us on 01204 462200.  You can also call NHS 111. Please do not come to the surgery unless you have an appointment.  If you are waiting for a check-up, please be assured we will be in touch.
Appointments are being delivered face-to-face, online and over the telephone. If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery.

For routine advice we are still asking patients to complete an **online consult** questionnaire for the GP to triage and then decide the most appropriate action. If you do not have online access then the receptionist may be able to complete a questionnaire with you over the phone.

1. **Recruitment and Appointments**

Most clinicians are working over the telephone but we are starting to offer limited face to face appointments with the nurses for smears and immunisations. This has been expanded to include some chronic disease reviews. If you have your own Blood Pressure monitor at home then we may ask you to provide us with your home readings as part of your annual review.

Our MSK workers Edward Day and John Edney are conducting telephone assessment appointments for musculoskeletal problems.

We have a new mental health worker Vikki May who has started to work here offering telephone appointments for mental health problems.

Tyler O’Neill is our social prescriber and has been very helpful for patients. He can spend time with patients and help to find the correct local services that can offer them choice and support in the local community.

1. **Telephones/Computers**

We have updated our telephone message to reflect the changes described above.

1. **Prescribing**

Our CCG pharmacist Sabiha Patel is working at the Practice and is conducting medication reviews via telephone.

1. **Neighbourhood working**

The Primary Care Networks have been established and are working with the new Integrated Care Partnership. This is where Primary Care collaborates with the Foundation Trust, Mental Health, Local Authority, Community and Voluntary Sector, Community Homes and Police to delivery high quality care to the people of Bolton.

**Please give us your suggestions for health services that you would like to see in the local network of Farnworth and Kearsley.**

1. **Premises update**.

Our revised proposal for funding to expand the current premises has been provisionally approved by Greater Manchester. Hopefully work will commence when we get final approval from Bolton CCG.

**Please respond to the requests for ideas and suggestions above by email or post in order to promote a meaningful dialogue with the PPG and improve the practice.**