**Northgate**PRACTICE

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Dr A K Singal, Dr F E Bolliger, Dr B Sarai and Dr D Gakhal

**Northgate Practice Minutes of Virtual Meeting Held 18.08.2020 at 1pm**

Attended: Sylvia Bailey (SB), Janet Jukes (JJ), Louise Platt (LP) Anne Harrison (AH) and Adam Noble (AN) (Practice Representative)

Agenda:

1. Practice Update – Staff
2. Primary Care Access During Covid 19
3. Flu Clinics 2020
4. Social Prescriber
5. First Contact Physiotherapy (FCP)
6. Future of Patient Group

This meeting was held via Zoom and the above member’s each gave their views of the above and how they would work.

1. **Practice update**

* Dr Lloyd retired January 2020 – she thanked the PPG in her farewell speech.
* Dr Makam Registrar left January 2020 and has been replaced by Dr Khattack (Male)
* 2 new GPs – Dr Gupta (Female) & Dr Kyranides (Female)
* Chris Blunt is due to retire as Portland Manager at the end of August 2020 and to remain as Northgate Manager for the time being.

1. **Primary Care Access During Covid-19**

AN Mentioned Media coverage has been poor nationally on how general practice is working through the pandemic, General Practice is working but in a very different way. AN said there are no routine face to face appointments. AN gave us some examples how they are working.

* eConsult– On average 400 eConsults are submitted each week and a patient submits an eConsult through the practice website. Before the pandemic the practice was receiving on average of 40 a week. The Patient outcome to this is an email back, telephone consultation or face to face consultation if clinically necessary.
* eConsult Lite - If a patient cannot do an eConsult or does not have access to the internet they can call the practice and a receptionist will ask them some questions and will be booked in for a telephone consultation. These questions have been developed by a team of GPs.
* Accurx – Accurx is a text based system where the GPs and nurses can text a patient directly from their computer. For example, if the clinician has requested a video consultation they will send you the invite to your appointment via text and you click on the link in the text message or the clinician can send you some information about talking therapies or diabetes.

Question: SB asked what happens if patients do not want to tell the receptionist any personal details. AN replied that everything said to the receptionist is confidential and the receptionists have always asked a reason for an appointment pre covid.

Question: AH said she couldn’t read the form for eConsult over the internet as it is quite long. AN said depending on the condition you select varies on the length of the form. The form is designed to ask the questions you would be asked in a face to face consultation and give the clinicain all the answers to decide the best treatment for the patient.

1. **Flu Clinics 2020**

Appointments available now via the telephone. AN said the practice will be doing more Saturdays as they cannot have the normal number in the building as they normally would due to covid. Name and temperature will taken at the door.

The practice has decided not to ask the PPG this year as this would be putting members at an unnecessary risk.

1. **Social Prescriber**

AN mentioned Nicola works for Walsall East two PCN which includes, Blackwood Health Centre, Collingwood Family Practice, Northgate Practice, Portland Practice, Rushall Medical Centre.

1. **First Contact Physiotherapy (FCP)**

Northgate Practice are trialling a new system for the PCN for Bone, Joint or Muscle Pain and patients can be seen quicker with these conditions.

1. **Future of Patient Group**

From now on meeting will be virtual. Sylvia to remain as chair.

Question: How can we gain interest from younger members? Patient group to give some thought to this. AN is happy to help with the groups ideas.

The group has a good discussion and will meet virtually in 3 months.

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