

Greenfield Medical Centre

Virtual Patient Group Meeting 5th May 2021

Thank you to all the patients who joined us for our virtual meeting. It was a pleasure to welcome so many of you and we really appreciate you giving up your time to be involved in *your* Practice. We hope that this will be the first of our new style patient participation meetings and look forward to welcoming back those who attended and new participants. If you would like to be involved please use the electronic contact form, this is only for those patients' who did not attend the first meeting.

Notes from the meeting

- Greenfield Staff in attendance – Jacqui Tonge (JT) managing Partner, Michelle Tunstall (MT) assistant to Jacqui Tonge. Dr Briffa (AB) GP Partner and Dr Joanna Ish Horowicz (JIH) GP Registrar.
- Welcome and Introductions from Greenfield team.
- JT gave a background to the history of Greenfield Patient Group.
- JT & AB summarised the last year and how the practice had delivered patient care throughout the pandemic. Explaining how the online consultation programme had evolved and how telephone triage became the norm whilst the practice endeavoured to keep its patient population and staff safe from infection. But recognising the need for certain patients to be seen face to face and managing that in a safe and effective manner.
- The practice also took this opportunity to thank patients for their support and kindness in the awful weeks after the loss of their much loved and respected Nurse who sadly was one of the first casualties of COVID.
- COVID Vaccination programme was discussed and the role of the practice explained. How it works as a collaboration of 8 practices in our Local Primary Care Network and what a Primary Care Network is.
- We discussed the current delivery of care and the move to a different on line service "PATCHS" which had just gone live. The plan to have a "Hybrid " model of appointments from the 17th May including appropriate face to face consultations. Doctors AB & JIH answered questions of how the different style of consultations work and how triage is the prioritised. The issue of digital exclusion was discussed and JT was able to advise that no patient will be refused advice from a Health Care Professional if they cannot access online services. The practice recognises that there are many factors involved in a patient's inability to access digital appointments and that there are systems in place to ensure that those patients are not disadvantaged.
- Moving forward the practice was clear that it values the need for patient consultation and input and will be working closely with the group as we move closer to the "new normal". Patients have been asked to reflect on their experiences with the new online system and we will collate the feedback at our next meeting.
- Next Meeting will be In June date to be arranged. Agenda items will include
- "Out of the Pandemic" including feedback from Online consults
- Complaints Review 2021 (the practice shares its annual complaints review with patient group)
- Linking into a wider Primary Care Network Patient Group.

