

# Meeting minutes



## Friends of Elm Practice Feedback Meeting

Wednesday 7<sup>th</sup> October, 14:00 – 15:00

Elm Practice

Item	Key messages and actions
1.	<p><b>Welcome and introductions</b></p> <p>A warm welcome to our first virtual meeting. Everyone seemed confident with using Zoom access. No requests for support were made before the meeting.</p>
2.	<p><b>Updates from Elm Practice</b></p> <p><u>(a) COVID preparations at the practice: how we are keeping you and all patients safe</u></p> <p>Maxine shared how the practice is working to make the health centre COVID safe for all patients and staff. The key messages are:</p> <ul style="list-style-type: none"><li>• The practice is open; and has been open throughout this pandemic.</li><li>• We are committed to following the NHS guidance, and updating our plans and activities as the guidance evolves.</li><li>• We have been adapting to a new way of working, to keep our patients and staff safe. This includes telephone consultations. Patients will be invited for a video call or face to face depending on the nature of the problem.</li><li>• Face to face appointments continue for people to see practice nurses and for GP appointments which are not possible by online consultation (link), a phone call or video appointment.</li><li>• Our GP practice is in a shared health centre. Our front door is open. All patients attending for face-to-face appointments will be screened by phone beforehand / called on the day.</li><li>• From a housekeeping perspective, changes include: everyone onsite will wear a mask, reduce footfall (asking people to arrive on time, rather than early or late) and use hand gel on arrival and departure.</li><li>• Waiting room adaptations (social distancing between chairs)</li><li>• We have also extended the consultation times to ensure everyone is covid safe. This means that our clinicians change their PPE, they wipe the rooms and equipment.</li><li>• Increased cleaning of common areas, as well as cleaning between patient appointments.</li><li>• Our toilets are open as usual. We ask that where possible, you use the toilet at home if you can, but we appreciate that this isn't always possible.</li></ul> <p><b>** Action 1:</b> Maxine to find out: can patients be given a clinical wipe for the toilets?</p>

(b) Flu vaccines: why they are particularly important this year; our plans and targets

Maxine shared that the practice wants to get flu under control to reduce the impact of it this winter. The practice is concerned about people having the flu and covid. We have a vaccine for the flu, but not yet for covid. Our plan is to prevent what is preventable. Local COVID cases are up in Hackney over the past two weeks.

Our vaccine stock arrived last week. We are offering flu vaccines to people over 65 years, people under 65 with condition that make them more vulnerable a nasal spray for 2 and 3 year old children, and for children with asthma. We are aiming to vaccinate 75% of eligible patients.

We are working with our local pharmacies and District Nurses to make flu vaccines available to as many people as possible. We will receive email notifications from our colleagues if they have vaccinated anyone registered to this practice.

*Question: "do you ring us for an appointment?"*

*Response: We are sending you text messages and letters to say call us to make an appointment. Please call us if you haven't received a text message or a letter. 65+ messages were sent two weeks ago. The "at risk" cohort were sent this week. We are planning a week for children's vaccines, during half-term (26<sup>th</sup> Oct).*

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**Action 2:** Maxine to provide an update of the current vaccine rates at the next meeting.

3. Feedback and your perspectives on COVID

*Patients shared their experiences of COVID: from shopping early, to keeping distance, wearing a mask, being active (while socially distanced). Patients felt there was a lot of support available, such as local Whatsapp groups, with numbers being shared across the community for practical support. It was felt that this was a more appropriate channel for support than arranging through the GP practice. Patients felt optimistic about the local community spirit.*

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**Action 3:** Share people's experiences of covid with the practice's social prescriber, to ensure that support is known and available to all members of the community.

*Question on building access: is a one-way system possible through the practice? With the nursery at the end of the pathway, there can be congestion outside the doors.*

*Response: Unfortunately we have a constraint with the building access and an entire one-way system is not possible. We have raised this as a risk in our COVID preparation plans and escalated this to the local commissioners. Here's what we have done: put markings down on the floor, with arrows to guide people on the direction of travel. The*

main entrance is handsfree (ie. electronic) and wheelchair/pram accessible. Using the alternate fire exit would require a code and opening a door handle. The alternate exit is not accessible for all patients.

Feedback and your perspectives on flu vaccines

Initial patient feedback on receiving their flu vaccine, “I was in and out in three minutes. I felt utterly and completely safe”.

Patients also raised that the repeat prescriptions service is excellent. After a phone call, it was there in 3-4 days. The online service is fantastic and working smoothly. People feel very reassured.

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**Action 4:** Maxine to explore possibility of training sessions for arranging repeat prescriptions, for things such as insulins and creams. Patients agreed it would be helpful to offer this to patients.

Review of annual GP Patient Survey findings

Sam spoke through the results – in summary, Elm Practice continues to do well, well above local and national averages. There was a slight dip in some of the measures from last year’s survey – this may be due to the small number of patients

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**Action 5:** We will revisit this topic at the next meeting to invite ideas and further discussion.

4.

Summary and close

Patients shared that they found the meeting helpful and we agreed to meet again in December.