

CLECKHEATON GROUP PRACTICE - Patient Participation Group Newsletter July 2020.

Hello my name is Tracey and I am a member of the Cleckheaton Group Practice Patient Participation Group; the PPG.

The PPG provides an opportunity for users of the Group Practice to meet with GPs and other members of the practice management team to provide feedback on experience, discuss developments of the services and work together in the interest of the local community.

Our most recent meeting took place this morning (30 July 2020) and was facilitated by the use of technology.

Previous meetings scheduled to take place in spring this year were cancelled due to the Covid-19 pandemic.

As always we are grateful to Emma (Practice Manager) and the team for facilitating our meeting, and providing an opportunity to discuss developments in the practice.

COVID-19
STAY ALERT - PROTECT THE NHS
- SAVE LIVES

It was reassuring to hear that the majority of patients have responded well to the telephone triage and consultation processes put in place at the start of the pandemic. Within the building steps have been taken to

protect those patients who have to enter the surgery, and those staff working there. As patients we are all reminded that unless we are exempt we are expected to:

- Wear a face covering when we enter the surgery.
- Attend alone unless we need to be accompanied by a carer.
- Arrive no more than 5 minutes before appointment.
- Sanitise our hands when we enter surgery and always;
- Respect other patients and staff by managing social distance.

PPG members asked about the ongoing arrangements for entering surgery.

On dry sunny days few would complain about having to stand outside, but in the cold and the wet these arrangements are far from ideal. In response we were advised that the practice is looking at these arrangements, with the possibility of some kind of a canopy being made available if required.



Planning for the usual winter flu season has commenced and as a result of the enhanced flu programme being developed by NHS

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England the practice is anticipating vaccinating 1700 more patients than normal. Because the enhanced programme was a recent decision made by NHS England practices are working together on innovative solutions which might include drive through vaccination centres akin to those that have been providing Covid-19 testing.

As the 2020 flu programme is evolving rapidly it has been agreed that the next PPG meeting will take place at the beginning of September 2020 with discussion focussed on how the programme will be managed and key messages about the importance of flu vaccination. It is highly unlikely that PPG members will be able to assist the practice in the way we had hoped, e.g. assisting staff with the meet and greet function and directing patients to the right rooms but we will be able to share the key messages with the communities we are a part of.

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During a previous meeting we discussed the NHS Policy move to align GP Practices to Care Homes. For our practice this means that our GPs will be responsible for the primary care of residents in Ashcroft, the Care Home next to Cleckheaton Group Practice, and Hartshead Care Home.

These arrangements will

provide continuity for residents and facilitate strong relationships between the Care Homes and the GPs.

Good News.....

Last year PPG members were encouraged to attend the practice ahead of our meetings, to talk to patients and families about their experience of using the surgery and its services. The majority of patients spoke about having a long-term relationship with the practice and confidence in the GPs. But a small number of concerns were raised and one of those concerns relates to the front door and the 1st impressions of the surgery.

During our virtual meeting today we were informed that the front door is to be repaired during the next month and then the flooring in the entrance will be replaced. This is great news, not least for those patients who struggle to open the door.

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