

MINUTES OF ZOOM MEETING ON
27th OCTOBER 2020

PRESENT:

Dr. Ray
Dr. Saluja
Elaine Manager
David
Brenda
Fiona
Beryl
Ann
Jackie

APOLOGIES:

Josephine Harman

- 1) David chaired the meeting and welcomed everyone.
- 2) Unfortunately there were no minutes from the previous meeting.
- 3) Dr. Ray stated that they had given the C.Q.C. all documents relating to COVID 19. Due to COVID 19 the C.Q.C. had not been to the surgery since their last visit. There are three practices in Thurrock that needs to be reviewed. Dr. Saluja suggested we have a Zoom meeting with the C.Q.C. at 13.00 on 11th November.
- 4) Flu injections were well organised in the car park. Elaine stated that they had a good response and they still had some vaccine at the surgery.
- 5) Jackie asked if the pharmacy had caused any problems for the surgery with the C.Q.C. Elaine said that they not. Dr Saluja said that if any patients had any problem, to contact the surgery or the manager of Wells Pharmacy. He also stated that Julie who does the prescriptions was very good.
- 6) David asked if the problems with the phone lines had been resolved. Dr. Saluja stated that they are in the process on changing their contract with their present supplier. They would also be going upto 24 lines. They will also be on the same system as Bluebell, so that they can make appointments for A.M.C.
- 7) David asked if the B.P. machine in reception was checked, as at times, it was giving inaccurate readings. Elaine said that if the B.P. reading was high, that the receptionist would give the reading to a doctor/nurse. Elaine also stated that all the other B.P. machines in the surgery were all collaborated. She would check with Thurrock Council who actually owns the B.P. machine.

- 8) David asked if A.M.C. Decompensating programme for the 'At Risk Patients'
With the long period of lockdown for shielded patients, that are frail/vulnerable or unwell.
What does the C.C.G., Community Trust, PCN or Practice have to support them to gain some function.
Plans could include:
 Physiotherapy which could include
 Phoning patients
 Advice sheets

 Videos during COVID 19
 Visiting housebound patients if they are deteriorating
 Rehabilitation/exercise classes, virtual.
 General well being support.
Could A.M.C. investigate and ask other agencies for advice to form part of a plan for Pandemic recovery.
- 9) Clinics that are running are triaged based - and there evening appointments.
Patients receiving palliative care are called every 28 days.
- 10) Doctor Link:
David asked if the Doctor Link was working efficiently
There have been lots of comments on line that it is a waste of time. Dr. Ray said that quality is not as good as eConsult.
- 11) Dr. Ray stated that A.M.C. has appointed 3 new members"
 Paramedic - who goes out to housebound patients to assess them.
 Physiotherapist
 Pharmacist - medical
 Mental Health Specialist (Monday/Tuesday)
 2 new Doctors
 1 new Nurse.
Elaine stated that at the moment the problem was space in the surgery.
- 12) David asked if the nurses do ear syringing but Dr. Ray said that the Government did not allow this, but that they could refer patients to Orsett, when that closed they would be referred to the Hubs in Thurrock.
- 13) It was stated that perhaps a text could be sent informing patients of a Zoom meeting. To also put notices in the Hubs asking patients if they wished to join the Patient Participation Group. Jackie said that her and Brenda had over the years had spoken to patients asking if they would like to join APPLE.
- 14) Beryl asked if a Pat scan was classed as a treatment for Cancer, as a friend had requested transport to hospital for the procedure, but was told it was not a treatment.

Dr. Saluja said that this was an investigation and not a treatment,

Next Zoom meeting is on Tuesday
26th January 2021.

MEETING CLOSED