**Charles Road Surgery**

**PPG Zoom Meeting (ID- 436 273 2202) - 08.10.2020**

Due to the current Covid-19 pandemic meeting was held virtually via Zoom Meetings.

All PPG members were sent a letter invite attached with instructions on how to log onto zoom meetings with the meeting ID (436 273 2202) and password.

**Zoom Attendees**

Dr Amir Zafar

Dr Arif Zafar

Dr Sangita Sarkar

Ms Ayesha Mirza

Mr Kehar Matharu

Mr Steven Raindi

Mr Humayun Choudhury

**Apologies**

Mr Asghar Mirza

Ms Sughra Bibi

Mrs Faiza Harhara

Mr Shafiq Zaman

Mr Constanine Deans

Ms Ina Pryce

Mrs Nasim Kiani

Mr Asim Maqsood

Mr Sharaz Younis

Miss Cynthia White

Mr Taj Gul

1. **Introductions**

Everyone introduced themselves virtually on Zoom Meetings with Dr Amir as the host of the meeting.

1. **Coronavirus update**

**a - Surgery Safety**

In March 2020 there had to be urgent changes to the operation of the surgery due to the Covid-19 pandemic.

We had to close surgery doors to reduce risk of infection to clinical staff members, reception staff members and patients.

Covid-19 safety guideline measures were put in place:

Waiting room - chairs are taped allowing social distancing. Flooring is labelled with social distancing stickers both inside and outside the surgery.

Hand sanitisers - We have two hand sanitising devices on the surgery walls, one near the front entrance and one in the waiting room.

There has been a number of misleading news in the press and media regarding GP

Surgeries are closed and not seeing patients. However the GP surgery was still operating when doors were closed in March 2020 and currently is still open every day.

We are allowing few patients in the surgery building at a time, before entering the patients are screened at the front door with the appropriate Covid-19 questioning - any symptoms of fever, continuous cough or loss of taste/smell. Patients will be refused entry if they or any members of their household have any of the above symptoms.

Staff members are wearing face coverings when going to greet patients.

We are allowing only the patient with the appointment in the surgery unless patients are frail and need a family member to assist them, a parent to a child or patients who have language barriers. Patients are only allowed to enter the surgery building with appropriate face coverings.

Mr Steven Raindi came to the surgery for an appointment and felt the surgery was really quiet, he saw that safety measures were in place and felt safe in the surgery. He was also grateful to the GP’s and staff members to make the environment as safe as possible.

Dr Amir also requested PPG members, if they can kindly convey the social distancing, washing hands and face masks measures within the community, so we can minimise infection transmission as much as we ca..

**b- Appointment System**

The appointment system has been changed from face to face to a telephone triage service.

Patients will still call at the usual booking times for both AM and PM sessions. Triages are booked with patient’s problems and contact numbers. GP’s are calling patients via telephone.

**c- Video Consultations**

Video consultation is also in place in each GP rooms fully equipped with a camera device, allowing GP’s to see patients virtually, if needed.

**d- Nurse/HCA appointments**

Nurse appointments are still up and running for Diabetes/Asthma reviews and bloods etc. We need to make sure patient’s reviews are up to date.

Nurses/HCA’s are making sure safety measures are in place when patients are entering clinical rooms. Patients are screened before going into clinical rooms and ensuring appropriate face coverings are in place.

**e- Accessing Face to Face Appointments**

If patients require face to face consultation, this is being arranged by the appropriate GP member.

We have two Amber consultation rooms set up for face to face appointments; these rooms are allocated in the Minor op room and room 5. These rooms are fully equipped with safety equipment for the clinical staff. They are cleaned after every patient and will reduce risk of infection.

The GP’s are not seeing patients in their own rooms, again to reduce risk of infection to both GP and patient.

There have been concerns where patients have been dishonest regarding symptoms and we have had a few cases where patients have been to the surgery and have tested positive for Covid-19. This is putting GP and staff members at risk.

The locality of the surgery is in the Small Heath area, which is a high risk area for Covid-19. We are encouraging our patients that if they are experiencing any Covid-19 symptoms to avoid coming to the surgery.

Patients experiencing any Covid-19 symptoms should book a swab test online or by calling 119. They should quarantine until they receive the test results.

If positive, then quarantine for 10 days and other household members will need to quarantine for 14 days.

Dr Arif has requested patients to only book swab tests if they are experiencing Covid-19 symptoms, if they are well, then not to use the services as this will put a shortage on the resources and will delay tests for others.

Provisions for a red site set up are been made and should be open by 13th October 2020. The red site will be held at the Greet Medical Centre on Percy Road. Patients with Covid-19 symptoms who need to be seen will be referred to the red site for further investigations. There will be a system put in place to integrate computer systems for access to patient’s medical records. This red site service will be more accessible for our patients.

There was a red site set up at the NEC, which was set up too late and local residents were not too happy with the opening of the red site.

Patients who are very sick with Covid-19 with other underlying health issues will be referred to the Emergency Hospital Services.

**f- Coronavirus Vaccinations**

There is currently no licenced vaccination for Covid-19 or any timescale to when the vaccinations will be available.

When the vaccinations are available, then we will deal with it accordingly depending on the government criteria.

1. **Flu Vaccinations**

We have started giving flu vaccinations effective from the 30th September 2020.

In the past we did have walk in flu clinics set up, unfortunately due to the current Covid-19 situation; we have now implemented an appointment system for flu vaccinations. (Figures as from 08th October 2020 – we gave about 155 flu vaccinations in 4 days and have 850 left to give).

We are giving vaccinations to those who are eligible and are encouraging patients to book in for their flu jabs.

1. **Training**

**a- Registrars**

We currently have two training registrars that have joined our practice: Dr Ankush Sachdev and Dr Saadia Dhedhi.

**b- Aston University**

Dr Arif will be supervising medical students from Aston University which will take place around about Oct/Nov 2020. The teaching methods will change due to the current Covid-19.

No interviews will be held face to face, arrangements will be made virtually, maybe via Zoom or any other virtual software.

There will also be remote video consultations that will be put in place.

1. **Next meeting date**

The next revised meeting date has been set for March 2021.

In the meantime, if there are any issues that need to be discussed, please contact the surgery directly, where appropriate arrangements will be made to set up for a special PPG meeting.

Ideally, we would like to have two PPG meetings per year.

**Retirement farewell**

We would like to announce that decisions were made for the safety of our GP’s, Dr S A Zafar and Dr S K Verma not to continue work as this was a potential risk to their personal health and wellbeing due to the current Covid-19 pandemic.

Both Dr S A Zafar and Dr S K Verma are now officially retired. We thank them immensely for all the hard work and support they have advocated for the patients and the surgery over the years. We wish them both a happy and safe retirement.

Mr Matharu, Mr Raindi and Mr Choudhury also wished both GP’s a happy retirement and are grateful for all the handwork and support.