

PARKLANDS PATIENT FORUM COVID-19 IMPLEMENTATION PLAN MINUTES

VIRTUAL MEETING HELD WEDNESDAY 29<sup>th</sup> MAY 2019

7.00 pm

PRESENT

Alison Collier, Linda Pibworth, Michael Pipe, Karen Martin, Peter Murdin, Elaine Yates, Dr Thomas, Mandy Hack.

ITEM	ACTION PLAN
<p><u>WELCOME</u> Mandy thanked the group for agreeing to trial the virtual meeting, which is a new experience. It was nice to all touch base again and learn that everyone was keeping well and safe during the current pandemic,</p> <p>Some members struggled to gain access to the Zoom meeting. Mandy suggested sending a further link to help any members of the group requiring assistance to set up their computers prior to the next meeting.</p>	<p>Mandy to send further link &amp; assist anyone struggling with Zoom access.</p>
<p><u>COVID-19</u> Mandy explained this has been a very challenging period for the practice, but we have put in place measures to keep patients and staff safe. Patient care remains a priority and we have managed to keep our doors open from the beginning of lockdown by introducing some different ways of working.</p> <ul style="list-style-type: none"><li>• Regular team meetings are being held</li><li>• Risk assessments for patients, building &amp; staff have been carried out</li><li>• An implementation plan was initiated in early March</li><li>• Staff have been provided with full PPE appropriate to their role and FFP3 reusable masks with filters purchased for clinical staff</li><li>• Practice Nurses visited elderly and shielding patients initially to provide necessary treatments such as dressings, injections and reviews</li><li>• We employ an Advanced Nurse Practitioner to work in the community and Jane has been contacting our care homes on a weekly basis to offer assistance as well as visiting the elderly and vulnerable.</li><li>• All shielding or vulnerable patients have been contacted by the admin team to ensure they are aware of the process and telephone numbers given of agencies providing help with shopping, collection of prescriptions.</li></ul>	

<ul style="list-style-type: none"> <li>• Some staff also helped patients in the early stages, until the appropriate assistance had been put into place.</li> <li>• All patients on repeat medication have been asked to nominate a pharmacy for prescriptions to be sent electronically. The prescription can then be collected or delivered as appropriate. The process for ordering prescriptions was relaxed during this transition period to allow patients to request medication by telephone.</li> <li>• Patients have been encouraged to use online access / nhs app for ordering repeat medication and our patient administrator has been given dedicated time to spend helping patients requiring assistance to set this up.</li> <li>• Appointments are initially by telephone or online. Patients are then offered the opportunity to text a photograph, have a video consultation or a face-to-face appointment if examination is required.</li> <li>• Where face-to-face appointments have been necessary patients have been asked to wait in their vehicles until the clinician collects them, to limit patients in the surgery at any one time.</li> <li>• Patients asked to wear a face covering / mask, but the practice made up packs containing a face mask to hand to patients prior to their face-to-face appointment. Most patients now have their own face covering to wear.</li> <li>• Signage added to the foyer area advising patient to wait at the front door until called forward.</li> <li>• Waiting room signage to advise no entry until authorised by reception.</li> <li>• Waiting room has been marked out with tape so that all chairs are 2 metres apart.</li> <li>• Barrier added at reception to keep 2m distance between reception staff and patients.</li> <li>• Isolation room created at reception for clinician to see patient if they are concerned regarding their symptoms.</li> <li>• Clinical flooring added to isolation room and 2 consulting rooms – creating a “red” area for symptomatic patients and 2 “amber” areas for patients of concern. This also makes the regular clinical deep cleans more efficient.</li> </ul>	
<p><b><u>RECTORY ROAD CLINIC</u></b>  We are still working closely with the other practices in East Northants within our Primary Care Network. As such we secured part of Rectory Road Clinic to operate as a “hot” clinic for those patients with symptoms of COVID-19.</p>	

Mandy and the clinical team went for a look around and the plan was for GPs and nurses to rotate shifts at the clinic. However, this has not been necessary as yet due to the low number of cases in the area.

### MOVING FORWARD

We are now beginning to move forward and open further appointments.

- Patient electronic blood pressure monitor set up in the waiting room for patients to take their own blood pressure. This has been sectioned off from the rest of the chairs to keep 2 metres distance. Plastic arm coverings, a clinical waste bin and antibacterial gel are provided to protect patients. Those requiring blood pressure review will be contacted by text.
- Clinical templates have been created by Dr Barber so that reviews can be carried out over the telephone (for diabetes, COPD).
- Nurses are now seeing patients in surgery. A 10 minute cleaning slot has been created between each patient so that treatment rooms can be sanitised in accordance with infection control.
- Online appointments will gradually become available for patients to book telephone consultation. These will involve the patient adding the reason for the call and the telephone number they wish to be contacted on.

### STAFF

Some of the implementations for staff have been:

- Infection control training, including regular hand washing observations of admin staff by our Infection Control Nurse.
- Donning and doffing areas for clinical and admin staff for putting on and removing PPE.
- Scrubs and masks purchased.
- Desks measured and moved to create 2 metre distance in admin areas or staff working in ground floor offices to maintain social distance.
- A further kitchen and staff room area created with staggered breaks. Areas measured and marked out to ensure a limited number of staff in the kitchens and staff rooms at any one time.
- Disinfecting of clinical staff cars, particularly those carrying out home visits, using an innovative system, proven to kill COVID-19, lasting 6 months in air condition systems. Interestingly this system is also being used in Northamptonshire police vehicles.

COMMUNITY

The practice has been overwhelmed by the support and kindness of the local community with donations of PPE and gifts of cakes, chocolates, biscuits, flowers and even a coffee maker!

QUESTIONS & ANSWERS

Mandy and Dr Thomas were happy to answer any questions the group had regarding COVID-19

1. *How have the staff found the changes and using different systems?*

Dr Thomas explained the process of online, text and video consultations from the clinicians perspective as well as the patient's, advising we are using a secure clinical system which attaches to our existing nhs EMIS Web computer system. It has been challenging, but we remain committed to providing the best possible service to our patients.

2. *Following details in the media, has PPE been difficult to obtain?*

Yes. Very difficult initially, we had been purchasing PPE due to the limited supply available to the nhs, but we have managed to keep stocks to ensure patient and staff safety. We purchased reusable FFP3 masks with filters for all clinical staff and these were fitted by a trained consultant to ensure protective fit. We purchased scrubs and extra PPE such as disposable car seat covers, arm sleeves, shoe covers, hats etc.

3. *How have patients found the new system and is this likely to be something that as a practice we will continue?*

Mandy advised the feedback from patients has been very positive with patients finding telephone, texting and online consultations convenient during lockdown or whilst working from home. The group discussed and agreed a patient survey would be beneficial to ascertain how patients feel. The clinical team are also appreciating the use of modern technology and feel this is the way forward.

The group shared their own personal stories, which were all positive and thanked the practice for the work they have done during this difficult time.

Patient survey, carry forward to next meeting.

**DATE OF NEXT MEETING: WEDNESDAY 8<sup>th</sup> JULY 2020 at 7pm  
THIS WILL ALSO BE A VIRTUAL MEETING.**

