

Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Wednesday 16 September 2020
at 1.00 pm (online)

Present: Patient members: SH, FL, JO, RP
Staff: Dr RM, Dr MH, MM, SP, TM

1. **Apologies for absence:** RN and NM
2. **Minutes of last meeting:** these were agreed.
3. **Matters arising:** none
4. **Arrangements for flu clinics:** the federation is organising a campaign to vaccinate patients at a mobile unit locally. The details are not yet confirmed but it is likely to be in early October, invitation by text message and patients to book appointments to avoid queues. Verbal consent is a possibility. It was discussed that vaccinations are already being offered at pharmacies. The first phase is for age 65+ and certain health conditions. There may be a second phase later for age 50+, perhaps from November. SH enquired about shingles vaccination. RM to check is possible to have both at the same time.
5. **Covid-19 arrangements:** there was a discussion of possible future arrangements for vaccination. It was thought likely to happen in a similar way to the proposed flu clinics. TM to send a link to the Group members regarding a consultation about future vaccination that ends on 19 September.
6. **New patient registrations:** new students are currently registering online. It was discussed that the student area is larger than the local resident area, as students move around a lot, but does not cover the whole of London.
7. **Face to face appointments:** the recent government letter to practices about face to face consultations, which has been in the news, was discussed. RM reassured the Group members that these have been offered from the start, where there is a clinical need. Patients have the option of telephone, eConsult and video consultations as well as emailing photographs where appropriate. Face to face appointments are agreed in advance after an initial phone consultation, to manage the flow of patients in the building.
8. **Lease:** a new five-year lease has been agreed with the University, with a break clause at three years, which all felt to be good news.
9. **Hubs:** RM mentioned that appointments are available after 6.30 pm and at weekends, our nearest being at Somers Town. There is often good availability of appointments with both doctors and nurses.
10. **Any other business:**
 - JO asked about the situation with the partners: there is no agreement yet but they expect to resolve this before the end of the financial year in March 2021.
 - MH explained that acute problems had been prioritised over regular follow-ups and now catch-up has begun. He explained that blood tests are now available by booked appointment, as are x-rays, but not yet routine ECGs.
 - JO enquired about future response to growing problems: MH said the situation was difficult to predict but response was likely to be the same as earlier this year.
 - JO had had problems with repeat prescriptions not getting to Boots. RM will look into this. It was discussed that it does not appear to be a general problem.
11. **Date of next meeting:** Thursday 10 December at 1.00 pm