



# Cassidy Medical Centre

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Patient Participation Group Meeting  
Tuesday 26<sup>th</sup> May 2020





# Today's Agenda

- Introduction
- PPG vision and practice working relationship
- Changes to practice opening hours
- Services offered within the practice during Covid-19
- New ways of working
- Dr. iQ
- Questions



# Introduction

Welcome to the first ever **virtual** PPG meeting

It is very important that we continue to have PPG meetings virtually to ensure there is regular communication between the practice and patients during these unprecedented times



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# PPG Vision

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Our Patient Participation Group is designed to:

- Develop a partnership with patients
- Discover what a range of patients think about services and to establish their priorities
- Provide a platform to test and modify ideas/plans

# Advantages for patients



Patients learn how to become more responsible for their own health



Patients will have a better understanding of the practice and its staff



Patients will be consulted on arrangements in primary health care before decisions are made



Patients will have a forum to suggest positive ideas for change and voice concerns

# Advantages for practice:



The practice will be able to plan services jointly with patients



Get closer to the community for whom they care



Help patients with non-medical and social care issues



Get help from patients to meet targets and objectives



Have a forum to voice ideas and concerns





# Changes to opening hours

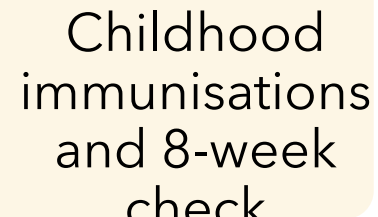
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Monday	8:00am – 8:00pm
Tuesday	8:00am – 8:00pm
Wednesday	8:00am – 8:00pm
Thursday	8:00am – 8:00pm
Friday	8:00am – 8:00pm
Saturday	CLOSED
Sunday	8:00am – 8:00pm



# Nurse appointments during Covid-19

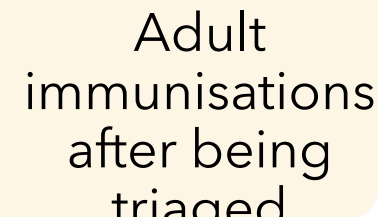
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Childhood  
immunisations  
and 8-week  
check



Complex  
dressings



Adult  
immunisations  
after being  
triaged



Suture removals





# Childhood Immunisations

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ROUTINE VACCINATIONS FOR BABIES AND PRE-SCHOOL CHILDREN  
**CONTINUING AS NORMAL**



FOR IMMUNISATIONS ALREADY COMPLETED, WE NEED A COPY OF YOUR  
RED BOOK EMAILED **OR** SENT VIA DR. IQ  
(PARENT CAN USE OWN DR IQ ACCOUNT TO SUBMIT THIS VIA ONLINE  
CONSULTATION)

It is important to attend your appointments unless you, your child or someone you live with has symptoms of coronavirus

# HCA appointments during Covid-19

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ECG (for urgent investigations only)

Phlebotomy (for urgent investigations only)

Near Patient Monitoring



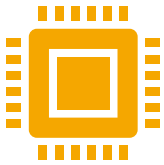
# Proactive Telephone Calls & Welfare Checks

The clinical team (including GPs) have been proactively calling and carrying out welfare checks for the following patient groups:

- Extremely vulnerable patients (shielded group)
- Aged 70 or older (regardless of medical conditions)
- Under 70 with an underlying health condition
- Pregnant patients

# New ways of working

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Intercom system  
in place



Social distancing  
measures



Daily telephone  
consultations



Digital offerings



Prescription requests sent to your nominated pharmacy on same day



Online consultations responded to by a clinician as soon as possible on the same day



Access to care seven days a week



More access available on Dr. iQ



Consult on behalf of your child

# Useful Numbers

**NEVER ALONE**

NSPCC  
0808 800 5000  
(24hrs)

National Domestic Abuse Helpline  
0808 2000 247  
(24hrs free)

Mind  
0300 123 3393  
(Mon-Fri 9-6)

Victim Support  
0808 168 9111  
(24hrs)

Cruse Bereavement  
0800 808 1677  
(Mon-Fri 9-5)

ChildLine  
0800 1111  
(24hrs)

Action on Elder Abuse  
0808 808 8141  
(Mon-Fri 9-5)

Respect - Men's Advice Line  
0808 801 0327  
(Mon-Fri 9-5or8pm)

Samaritans  
116 123  
(24hrs free)

National Centre for Domestic Violence  
0207 186 8270

# Questions

