

Minutes of Zoom PAG Meeting – 15 July 2020

Bill
Kishor
Mary B
Liz
Kathleen
Sohema
Karen

1. ADMINISTRATIVE ASSISTANCE TO BCP

PAG noted that patients need reassurance and up to date information at this very worrying time and felt that this was not happening as well as it could.

It was suggested that PAG could help take pressure off BCP regarding communications between BCP and its patients.

2. APPOINTMENTS

PAG felt that:

- (1) patients should have the option of face to face consultations,
- (2) the reception team should not make triage judgments,
- (3) the arrangements for call back (within 48 hours and a “four ring” call) are impractical from a patient’s point of view, even in this emergency, and
- (4) it will be very important to consider and take into account the overall reaction of patients to total triage.

3. CONTINGENCY ARRANGEMENTS

PAG requested an assurance from BCP that contingency arrangements are ready should the Clinical Director be unavailable.

4. THANKS TO ALL STAFF

PAG wished to pass on its thanks to all staff for their efforts at this unprecedented time.