

Willington Medical Practice Patient Participation Group (PPG)

November 2020 PPG Meeting (ZOOM)

The minutes of the last update have been approved by the group electronically and will be displayed on PPG notice board and surgery website.

Present

Holly Goodrich (Practice Manager), Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horrigan (vice chairperson), Sally Lovatt (secretary) and Val Shelton,

Apologies

Sara Bains, Chris Baker, Joan Burton, Sue Carter, Pat Harvey, Maisie Trotman, and Vic Wright

MH welcomed everyone to the meeting

From the last and previous meetings

Mother and baby Group

The present midwife is retiring so Mother and Baby group to be postponed for further consideration at a later date when new midwife settled and 'things' are back to normal.

Website

Update from HG: A new website is planned which should have the type of information suggested. Currently on hold as so much more occupying management time.

PH asked about resignation of Social Prescribing Link Workers

See information below.

Treasurer's report

£5907.32 C/A and £25.47 petty cash. JH has made arrangements to manage the bank account on line which will simplify transactions. JH and SL to have authority at present.

Following the last meeting, Holly advised the group that it was not sensible to 're-open' the book sales because encouraging patients into the surgery increases the risk of infection to staff and patients.

It was suggested that PPG funds could be used to help finance arrangements for COVID vaccinations if needed.

Surgery Update by HG

The main 2 focuses still are Covid-19 and Flu Vaccinations

Covid -19 is a daily assessment and with the 2nd lockdown we have been give some flexibility but as a practice feel we have enough measures in place to continue as we have been and still feel staff and patients are covid secure; although as discussed before this does mean us keeping mainly to telephone and video consultations. On average we are doing around 10 face to face appointments (following a telephone call) per day. The Respiratory hub is working well but getting busy, but it's keeping the practice on Green/Amber which again keeps us all safe. I must say things are very busy in practice and we are feeling the standard winter pressures, plus many people who have tried to self-care are now calling us.

Flu Clinics – We managed to order 300 over 65 vaccines and have two more clinics available on 19th November and 3rd December – then we will do anyone else as adhoc. We still have no more information on the 50 to 64 again group without a risk; we have been informed they will look at this at the beginning of December.

We have a new starter for the reception team; her name is Ruby and she should have started tomorrow (17th) but unfortunately her partner has tested positive for Covid-19 – so she is required to self-isolate. Her new start date is Tuesday 1st December.

Covid-19 vaccine – Having read the enhanced service spec (which we received last Wednesday, after the announcement on national television 5 days earlier!!) Wellington would not have been able to complete the specification due to fridge temperatures, amount of vaccines required to be done in any one day so the vaccine doesn't go to waste and mainly space unless we completely shut the practice to all other care for approx. 20 days. This obviously wasn't an option. With our PCN we are looking to work with other City PCN's to create vaccine HUBs. There are many more hoops to jump through to get this solution up and running, and some of our clinical and non-clinical team will be expected to staff the HUBs which will impact on the number of appointments we have available at the practice.

For COVID vaccinations there is a course of two vaccinations which makes it even more difficult to manage and explains the reason for a large model for the vaccination programme. The proposed plan at present is for DHU (the Out of Hours provider) will administer vaccines for 'house bound' and there will be a separate plan for care homes. This is all very much in the planning process.

VS commented that patients should understand and appreciate the organisation required.

The telephone project is still ongoing – we are finalising costings.

The PCN roles are in discussion at the moment as we have had contractual changes. We are looking to take on a clinical pharmacist, Ella, directly at the practice (although none of us at the practice have actually met her). The aim will be for her to start in January and it will take 18 months before she is fully trained. We also have an option, potentially of a First Contact Physio and next year a Mental Health worker; so rather than being booked to see a GP you would be booked directly from reception in to see these professionals and med reviews will eventually be done by the Clinical Pharmacist.

Four more Social Prescribing Link Workers have been recruited. The problem for those in role previously was resilience, salary and their role. Although the potential was broad, it was impossible at present to support patients apart from support with time to talk. There are currently very few avenues for referral to provide support. Mental Health routes are open but there are no social pathways at present. It was also apparent the role required much more knowledge of social care pathways as these are very complex. One of the new SPLW has a background in social care and the other has a background in Crisis Debt Management.

VS asked how referrals will be made to First Contact Physio. The First Contact Physio will be referred via GP or by reception team (following defined protocols) or by self-referral. The Physio will then triage the patient to decide on the appropriate pathway. It may be advice and

exercise or to specialist physio services. Essentially, they will reduce the burden on GPs on certain appointments by providing specialist assessment. Similarly, the Mental health Worker will be skilled in triage and referral.

Any Other Business

MH commented that the PPG notice in the Resource was pleasing and will hopefully encourage support and interest.

PH did contact Jo Smith, who started the 'Coffee and Chat' at the Dragon, and there is no virtual group.

The virtual PPG network meeting initiated by Andy Kemp, Head of Communications and Engagement at Derby and Derbyshire Clinical Commissioning Group (DDCCG) is later this week so it was decided to circulate the minutes when members have had chance to provide feedback.

The group were sorry to hear that Michael had left the Pharmacy to work as a Practice Pharmacist at the CCG.

Future Plans

MH suggested that we gave some thought to how we might try and plan some form of activity, education event or similar which could be planned (either in or out of lockdown).

Our previous suggestions are below

Skin Lesions

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2021.

SG suggested a support group for patients with health anxiety. HG suggested that it could be a PCN development held on neutral ground.

HealthWatch

<https://healthwatchderbyshire.co.uk/wp-content/uploads/2020/08/Healthwatch-Derbyshire-Virtual-Appointments-Report-October-2020.pdf>

HealthWatch had conducted a survey of 118 patients who had experienced a virtual appointment. Bearing in mind this is a tiny proportion (0.003% of Derbyshire population) and the report focused on all the negative views of patients.

After discussion I sent our Friends and Family responses since 'lockdown' in March with the following:

I am secretary of the Willington Surgery PPG. We receive the e-bulletin, thank you.

We were surprised to read your report from a very small sample of patients about their experience since 'lockdown'.

Our experience from Friends and Family responses has been very positive about the way that the practice has handled appointments during the pandemic.

The Practice Manager and I discussed the report and we decided to share the patient experiences for this surgery.

This was the response:
Thanks for your feedback.

Many of our engagements around experiences of digital appointments focused around seldom heard groups and those who may have difficulties accessing appointments for any reason, which is why there may be more negative feedback than you'd expect.

Our report has been shared with Joined Up Care Derbyshire and is one of a number of pieces of work undertaken as part of a system-wide response collating feedback around remote access.

Joined Up Care Derbyshire will produce a summary report, incorporating insight from both local and national data sources, that will be used to help inform the decision-making process on how best to operate services in the future. The report will be shared amongst provider and commissioner organisations and made public at the earliest opportunity.

If you have any other queries around the report, you can contact Lee Mellor on: 01773 441 876

The group were disappointed by the response from HealthWatch. PH felt it was rather a 'scattergun' approach

From Sue Carter who attended the CVS AGM and was unable to attend the PPG meeting.

The CVS AGM was the formal sort re annual reports, appointments etc but what they did share via email were the 4 short films that reflect what has been happening across the different elements of South Derbyshire CVS during Covid. 69 people attended the Zoom meeting which was impressive.

Further to the 3 minute film premiered at the AGM, please find below links to the other 4 films that were mentioned. These focus on the Food Bank, our Befriending and Safer Homes services and the work of the Community Development team.

- Food Bank: <https://youtu.be/43ljLHtmehk>
- Connect Befriending Service: <https://youtu.be/JS7TIqPGOeU>
- Community Development: <https://youtu.be/vP9i8HZk2f8>
- A chat with Mark from the Safer Homes: <https://youtu.be/MfCpg-iwRKE>

You might see someone you know on the Community Development film. I posted Safer Homes one onto Spotted Willingtonas I felt that might be interesting to the local villages, especially for the slight!

From Pete H

'Members of our PPG took part in a PPG/CCG engagement initiative designed to encourage and develop efficient communication and support in the future; more updates to follow as the initiative takes shape'

The agenda:

Patient and Participation Group (PPG) Network Meeting

Monday 23rd November

10.30am – 11.30am

This meeting will take place on Microsoft Teams

You will receive joining instructions prior to the meeting

(10.00 – 10.30am join us for coffee, technical help and to learn how to use the platform)

10.00am	Coffee, technical advice, and learning how to use the platform	Miriam Doherty/Karen Lloyd
10.30am	Primary Care Update and Questions	Katy Hyde
	Getting Involved and Questions	Miriam Doherty
	Pandemic News and Questions	Karen Lloyd
	How can we support you? <ul style="list-style-type: none">- What would you like out of this network?- Frequency of meetings	Karen Lloyd
	Use of digital platforms for meetings	All
	Any other business – a chance for participants to ask questions, suggest agenda items, raise issues that may be of interest.	All
	Next meeting: to be agreed.	

**The power point presentation is attached to the email with minutes
Next meeting Monday 18th January 2021 by 'zoom' at 6pm**

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com