

Willington Medical Practice Patient Participation Group (PPG)

April 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

Chris Baker, Christine Bould, Sue Carter, Holly Goodrich, Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge (vice chairperson), Sally Lovatt (treasurer), Val Shelton and Ann Wood

Apologies

Joan Burton, Pat Harvey, Maisie Trotman and Vic Wright

The group were very pleased to welcome Lucy Gibson (Social Prescribing Link Worker) to the meeting. MH welcomed everyone to the meeting and thanked PH for facilitating and supporting the members in order to get this meeting together.

From the last and previous meetings

Mother and baby Group

(Update)The midwife has said she is still interested in the formation of this group and has said she will speak to Health Visitors

Website

CBa suggested that a list of GPs and their specialities/CV (and possibly a photo) could be added to the website. This will be mainly covered by the PPG leaflet available on website. Update from HG: A new website is planned which should have the type of information suggested.

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

Carers Update

The surgery carers pack has been updated with a comprehensive but small amount of information to reflect the views of the group that there was too much information for carers to be able to have time to process.

Treasurer's report

£7580.44 C/A (this includes money donated for blinds and will be paid as soon as they are completed) and £11.08 petty cash. JH would normally close the account mid-April prior to the AGM but suggested that the account is closed in August and the annual accounts presented at September meeting.

The extra money paid monthly for 'ZOOM' (payable to P Ho) will be continued for further months and then the value debated. The subscription to NAPP is due in May and this will be completed and paid for by SL and reimbursed when cheques can be signed.

Surgery Update by HG

- 1) Red Hub at University & London Road – these two Hubs are now live, working with 4 other Primary Care Networks (32 practices. The one at the university is a drive through and the one at London Road is a walk in only. These are not testing sites; they are where GP practices can send anyone who we suspect has COVID-19 for observations mainly around oxygen – anyone attending has to be triaged and referred by the surgery (via a telephone consultation). Depending on the observations done, people will either be sent home to isolate, asked to come back the next day again to be re-assessed or if they require hospital observation / admission then an ambulance will attend and take them in. **The London Road walk in hub is closed at present as we have enough coverage at the university. The London road hub has been left so it can be called upon very quickly if things change.**
- 2) Letters for Extremely Vulnerable Patients. We finally received the data on Good Friday of all the patients who have received an Extremely Vulnerable patient letter from the NHS. The criteria is very specific for example to be classed as Ex. Vul. for asthma you needed to have had 4 courses of steroid tablets within the last 6 months. We had to review all patients who had received a letter by close of day on Tuesday 14th which we have done – we then have written to all the patients who have had a letter explaining why they are now not classed as Ex. Vul. But have also written to patients who we class as being Ex. Vul who haven't had a letter before. On Friday 17th April we will receive the data of all patients who have completed the online self-assessment to review and send letter to all in the Ex. Vul criteria. Anyone who is classed as Vulnerable (not Extremely Vulnerable) is still advised to self-isolate if possible but they are able to attend work based on social distancing and they can go out for essential items.
We are still awaiting the data from the self-assessment today 20/04.
HG updated the group with figures of those identified by NHS as extremely vulnerable which was 168. The practice identified 15 of these as not Ext. Vul and identified a further 24 to the list making a total of 177. The predicted number of extremely vulnerable patients is 2.2% so for this surgery 198 patients (predicted). Food and emergency product boxes have been received by some patients not in need.
- 3) People putting off calling GP's – There has been a campaign by the Local Medical Council to make sure people are aware that if they need to discuss an illness with the GP/Nurse they should not put it off. We are all afraid that some cancers / heart problems etc. will get missed. All appointments are being done over the telephone/video initially so the GP can take as much of the history as possible and if able they will prescribe from this, or possibly ask for an image to be sent from the patient via our main surgery email address. After this call the GP will invite people in for an appointment especially if they need to examine (no throat examinations are allowed at the moment). All patients will be supplied a mask and the GP/Nurse will have the required PPE.
- 4) Blinds – This is still booked in for the beginning of May (8th) but not yet confirmed.
- 5) Notice Board – We have someone looking at getting this put up as it is outside and a risk assessment is required first and proof of insurance for landlords. This is

because the notice board is to be attached to the tiling on building and there is a risk of cracking the tiles.

6) The volunteers are available through the NHS Volunteer Responders:

Referrals for volunteer support can be made by the following health and care professionals:

- GPs / social prescribing link workers / practice nurses concerned about an at risk or vulnerable individual they have advised to self-isolate
- Hospital discharge teams
- Community pharmacists
- NHS 111 and ambulance trusts
- Community health trusts that need volunteer support for patients leaving hospital
- Local authorities

You can also self-refer to the council via <https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/community-response-unit/community-response-unit.aspx>

7) Patients can still register with the surgery and the required ID is accepted by email.

8) The NHS app is being promoted as simple to use and ID verification is carried out electronically and not by the surgery. It is simple to use from a mobile phone and prescriptions and appointments can normally be booked. On line appointments are currently suspended.

9) The group were sorry to learn of the retirement of Dr O'Hara who will still be working for Out of Hours Services and possibly in the future some locum work.

Dr Heidi Wright is an experienced GP who will work on Thursdays and Fridays as a salaried GP.

SL and HG confirmed that the surgery were still very busy processing prescriptions and the majority are sent direct to pharmacies but they are not processed before due dates and patients are informed accordingly. The pharmacy at Willington has been less chaotic and all staff are back at work and the work level is manageable. Inhaler supply is the only problem but the Medicines Management Team of CCG have produced a formulary to facilitate alternative choice and options. Paracetamol is back in stock although much more expensive.

Social Prescribing Link Worker

Lucy Gibson introduced herself and was welcomed to the group. Lucy is one of two employed in this role by PCN. Lucy has a background in nutrition and child nutrition and has worked in diabetes support where she gained a lot of experience. She started at beginning of April and has linked up with other social prescribing link workers but is currently restricted because of COVID-19. The aim is to provide support to socially isolated patients and improve their social network and well-being. The plan is to begin to make calls to patients in the vulnerable category and make suitable referrals for support.

Future Plans

Skin Lesions

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

PPG AGM

The AGM will most be postponed. The most likely date is September and the committee seconded the proposal by JH to close the accounts in August and hold the AGM in September. All officials currently elected are happy to continue.

Any Other Business

'Spotted Willington' (and Repton and Findern)

SC updated the group on the work done by 6 village co-ordinators to support villagers with shopping, prescriptions etc. Each co-ordinator has a WhatsApp group to marshal the volunteers.

CBa asked what 'Spotted' referred to and this is a Facebook group which anyone can join to access local information. You can join Facebook and sign up to 'Spotted Willington' without having to receive or send notifications. Attached is the useful local information compiled and forwarded by SC which is continually updated on 'Spotted'.

ZOOM

P Ho updated the group on ZOOM.

A bingo or quiz session has been suggested. SC has tried bingo on ZOOM and it worked well and commented that there are lots of solutions to technology needs such as Facetime and WhatsApp video calls. AW expressed concern for those not able to access the technology or be familiar with them but we have to make the best of the situation and contact as many people as possible. ZOOM is probably the easiest to use.

Meditation Classes arranged through the Tara Kadampa Meditation Centre, Etwall has been suggested as a PPG supported initiative. This would be a 20-minute meditation session which would not be religious based and could accommodate up to 100 patients at a cost of £1.50 or £2 each (depending on numbers). The suggestion is that a promotion code is provided which would be more controllable and patients would log in individually and there would be no GDPR issues.

A trial involving PPG and possibly surgery staff was suggested and PHo will investigate. Suggested times 12.30 or 7.30pm.

HG informed the group that the practice is sending texts advising appropriate groups of available support such as advice for those with COPD, asthma or diabetes. Derbyshire Recovery Partnership and Peer Support Group and Community Mental Healthcare Trust have central numbers for help and advice.

HealthWatch

No recent bulletin received.

Next meeting

Tuesday 19th May 2020

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