

Willington Medical Practice Patient Participation Group (PPG)

February 2021 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

Sue Carter, Holly Goodrich (Practice Manager), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Judith Kelf, Sally Lovatt (secretary) and Val Shelton

Apologies

Sara Bains, Chris Baker, Joan Burton, Pat Harvey, Janice Heier (treasurer), Maisie Trotman, Ann Wood and Vic Wright

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.

Treasurer's report

£5907.32 C/A and £5.47 petty cash. No change to accounts.

Surgery Update by Holly Goodrich

At the moment the pressure on the surgery team and primary care is immense as nothing at the practice has stopped (although still being run within the Covid-19 standard operating guidelines and rules) plus we are having to organise and facilitate the booking of the covid-19 vaccination programme and release team members to work at the Arena.

On a positive note, we have had a Clinical Pharmacist, Ella Boothby, start with us who will be looking to take over the majority of the medication reviews with the support of Sally and the GP's. We also have starting with us on 17th February Kiran John who is a First Contact Physiotherapist who will be based in Willington on Monday PM, Wednesday and Friday. He will initially be doing phone call appointments but is able to see patient face-to-face when required and also refer on to secondary care.

Jude (Social Prescribing Link Worker) is really settling into Willington (plus covering the other 3 practices) and we have had some great feedback from a few patients about how she has helped them, and our GP feedback is very positive too.

All these roles will be a great help to the practice and eventually allow GP's to see patients appropriately in a quicker timeframe. We were hoping from the 1st April to have a Frontline Mental Health worker engaged full time at the practice; with the aim to get someone who specialises in younger people, but the CCG / NHSE have now said the Primary Care Network can only employ one person for 8 practices. We are disappointed in this as we are unsure what 1 person could really do to help all practices and patients alike.

In March we are going to look at implementing the Medicines Order Line which most practices have to free up reception time and make things easier for patients as they will be able to call for (most) prescriptions. If anyone has any feedback on this service, please let me know. **HG has updated and this will not be available until the summer at the earliest.**

The Covid vaccination programme is going very well. We had figures through from the week ending 31st January (below) recording the patients who have had the vaccine and I'm pleased to say Willington surgery was the top practice in both the 80 plus and Clinically Extremely Vulnerable and 2nd in the over 75's (not that I'm competitive or anything!) We have now booked or at least contacted all the patients over 65 years old. Housebound patients are booked to be vaccinated on Saturday 20th February although this might be bought forward as the vaccination teams are working ahead of schedule.

From Monday (15th February) we will move to the 16-64 years old with underlying health conditions (cohort 6). Due to the limitations of the booking system (we are only able to book appointments by age) we are going to have to book in 796 patients within this cohort and due to patients (not necessarily ours) across Derbyshire sharing the swiftqueue link this has become a manual process. Due to this and the releasing of the team to cover the hub on Tuesday afternoon, the 111 service are going to take over the phones on Tuesday afternoon to enable us to start this process.

I will be sending out a text message tonight (16th February) asking all in this cohort to text back if they want the vaccine so anyone who doesn't we not be contacted. Luckily of the 796 only 51 do not have a mobile number on record (the 51 will also be contacted).

For transport to the Arena – South Derbyshire CVS have been doing an amazing job (see below) and we had about 4 patients use them yesterday. Although most (even many 'housebound patients') have got family and friends to take them. The atmosphere working at the Arena is great and all the feedback I have had or seen on social media has been very positive. The service is efficient, safe and a good example of practices working together to provide a service.

Joined up Care Derbyshire are 2nd in the country for vaccinating over 70's – Great team effort.



PH asked if texts from the surgery could be clearer because there seemed to be a number of patients concerned that because the texts look to come from a random number and that they may be a scam. HG conformed that the texts always finish with Willington Surgery. Texts have been found to be a very effective method of communication and helping to improve the booking of appointments for vaccination. In COHORT 6 (the clinically vulnerable) there were about 10 queries about eligibility and only one had been omitted from the list.

HG shared that links for booking appointments now appear to have been shared and this has resulted in the need for policing of patients arriving for vaccination. A query desk had to be set up at the HUB.

South Derbyshire CVS

South Derbyshire CVS premises are currently closed to the public and visitors, and staff are working from home. All group activities and most community-based face to face services have stopped for the time being. **This includes Social Car.** We continue to support vulnerable individuals who are self-isolating and who don't have any family or friends who can help, with **essential food shopping, collecting medication, and telephone befriending/welfare calls.** We can also tell you about other services which may be able to support you. **If you have not used our services before** you should first register for help via the **Derbyshire Community Response Unit.** Register online at www.derbyshire.gov.uk/communityresponse or by telephoning 01629 535091 (Monday to Friday 9am to 5pm, Saturday 9am to 1pm). They will take some basic information and then pass your details on to us.

We are operating a limited Active Travel service under very strict procedures in line with government guidelines. We are only booking transport for ESSENTIAL MEDICAL APPOINTMENTS for those without any other transport option. We are not able to take bookings for routine podiatry, chiropody or dental appointments etc. nor can we take Social Car bookings for shopping or social activities. Requests for transport should be made either by email to projectsupport@sd cvs.org.uk or by calling 07458 304316. For any other enquiries email info@sd cvs.org.uk or telephone 07458 304316.

COVID Community Champions

There were no further updates to the above but Sara Bains has updated the group about addressing digital inclusion.

‘There is a piece of work on digital inclusion being done through NHS Charities Together; which is the money raised by Captain Tom. The work is being led by Rural Action Derbyshire involving many voluntary sector partners to look at training, hardware and data/broadband to increase equality in access. It's still in the set-up phase but very exciting. It will naturally filter to local level in due course.’

Social Prescribing Link Worker

The question is “*what would people like to see?*”

Jude spoke about the direct response to the Primary Care Network (PCN) wanting to offer community-based engagement of patients via the Social Prescribers. It is so difficult at the moment as people really want to be able to see other people, but while we can't is there anything else we feel we can do to improve patients' lives?

The question of digital exclusion was mentioned again as this is sometimes the problem for lonely patients who do not have access to ‘zoom’ or facetime calls with friends and family.

Jude mentioned work being done by Age UK and CVS.

<https://www.ageuk.org.uk/get-involved/volunteer/become-an-age-uk-digital-buddy/>

CCG Arranged MSK Workshop

Pete H took part in the MSK workshop; found it very interesting and is taking part in this ongoing project in order to assist in the shape and direction as the services develop

Derbyshire Dialogue Long COVID – February 12th

Pete H also 'attended' to above presentation about Long COVID

The agenda is below and the presentation is attached:

<p>Presentation</p> <ul style="list-style-type: none">• What is Post COVID Syndrome. Often described as Long COVID.• What kind of symptoms are patients experiencing? <p>To provide an estimate of the % of Derbyshire residents that may be affected.</p> <p>To describe the Post COVID Syndrome Assessment Clinic service and patient pathway to access the service.</p> <p>Provide an update the number of patients that have attended the Post COVID Syndrome Assessment Clinic service.</p> <ul style="list-style-type: none">• Raise awareness of the 'Your COVID Recovery' website.	<p>Dr Kath Bagshaw</p> <p>NHS Derby and Derbyshire CCG Deputy Medical Director & GP Partner Littlewick Medical Centre</p> <p>Dr Becky Steed</p> <p>DCHS Community Specialist GP & Post COVID Syndrome Assessment Clinical Lead</p> <p>Dr Kriss Owen</p> <p>NHS Derby and Derbyshire CCG Clinical Lead & GP Partner Littlewick Medical Centre</p>
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Any Other Business

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). With no end to the restrictions due to the pandemic it is difficult to begin to consider any planning.

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.

NAPP

National Association for Patient Participation now have an on-line platform with comment and suggestions from other PPG

This is the link for the new NAPP Connect Platform

<https://members.napp.org.uk/newsfeed>

If anyone would like to have a look please let me know. (SL)

SL commented that one PPG had held an on line zoom education session and invited patients to join. This could possibly be used for our surgery?

Willington Pharmacy

Ann Wood had been asked by several patients if there was to be a regular pharmacist at Willington Pharmacy. SL contacted the owner of the pharmacy and the reply is below:

'At the moment, it's a job share situation with myself (owner of pharmacy, Wing Sze Cheung) and a pharmacist called Jenna. I work Mon to Wednesday and Jenna Thurs and Friday. So, in a sense there is a "regular" pharmacist there so will try and do our best to address patients' concerns. The aim is to find a pharmacist who is particularly suitable for the role at Willington.'

Tuesday 16th February 6pm. Extra meeting arranged for Repton Parish Council

Present – David Dickson, Barbara McArdle and Carol Lloyd

Present from PPG – Chris Baker, Sue Carter, Margaret Hooley, Peter Horridge and Sally Lovatt

The representatives from Repton requested a meeting to discuss the provision of healthcare in Repton.

A village survey taken in 2019(?) produced a response from 38% of households and the provision of healthcare was highlighted by a number (?) of those responding. Repton PC have agreed to make those figures available to PPG.

The village has seen considerable development in recent years and the planning authorities apparently chose to assume that the health centre in Repton had provision for primary healthcare services when in fact it is an administrative centre for healthcare teams. The former Dales site is to be developed by Trent and Dove to provide accommodation for the elderly and there is concern that that access to healthcare will be an issue.

Public transport to Willington is a once an hour bus service and the road to Willington has a very narrow dangerous pavement.

The request has been declined by both the surgery and CCG. For many years GPs have been moving away from the branch surgery model as branch surgeries are less cost effective and less clinically safe than our current model due to dilution of staff and resources. The future direction is General Practice continuing to work at scale with the creation of Primary Care Networks and HUB facilities. We need to work together to find another solution.

70% of consultations are now carried out by phone or video link.

Repton has 2407 patients and the practice cares for 9255 patients in total.

Support for patients who are genuinely 'housebound'

- District Nurses do home visits for BP checks, dressings and blood tests
- Practice Nurse visits those requiring INR monitoring (for those on warfarin)
- 111 First is the phone line service available for 24-hour 7-day advice.
- The majority of consultations are now over the phone or via video link and this will continue after the end of the COVID pandemic

- GPs still do home visiting although there is now a Primary Care Network Service. The GP assesses the visit requirement and the visiting HealthCare Professional may be a Community Matron or an Advanced Nurse Practitioner

Support for those who cannot use public transport

- CVS provide transport (admittedly though this does require advance booking which isn't useful for emergency appointments) but taxis can be booked
- Friends and family

NHS England news report May 2020:

Millions of patients benefiting from remote consultations as family doctors respond to COVID-19

28 May 2020

Millions of patients have been getting expert support from family doctors from the comfort of their own homes while the NHS responds to COVID-19.

Remote consultations are one way in which GP practices have changed the way they work to ensure people can get expert care and advice in a safe way throughout the COVID-19 pandemic.

With GPs and their teams standing ready to assist, one of the country's top GPs has urged people to continue to come forward for care when they need it, as part of the NHS' ongoing Help Us Help You campaign.

Raj Patel deputy medical director of primary care at NHS England and practicing GP said: "Even during these unprecedented times, if people need help from a family doctor they are able to get it. Our GPs are quickly adapting to new technology – including phone and video consultations – to continue providing care in a different way. "Not only do remote appointments allow patients to consult their GP from the comfort of their own home, it helps protect staff and patients by limiting exposure to infection.

"If you are unwell, the NHS is here for you and practice staff are working hard to ensure that everyone gets the care they need, whether that is face to face or virtually."

Many GP appointments can be done remotely, and as well as being safer during the Covid-19 pandemic this option is more convenient for many patients, but there are of course still times when it is necessary to see patients.

Health leaders had already signalled the intention to move towards digital first primary care in the [NHS Long Term Plan](#). (2019)

(Chapter 5: Digitally-enabled care will go mainstream across the NHS)

Progress towards this has accelerated during the pandemic, with 99% of GP practices now activating remote consultation platforms, and NHS bosses are now examining how this progress can be locked in.

It is unlikely that General Practice will revert to previous practice even after the pandemic comes to an end. This is in line with the Long Term NHS Plan.

The suggestion is to try and work creatively to help those unable to travel to the surgery access healthcare in the same way as the majority of patients. As mentioned above (Sara Bains) work is being done by NHS Charities together to work on digital inclusion led by Rural Action Derbyshire. And in the report by Judith Kelf (see above) work is being done with CVS and Age UK on digital inclusion.

The information from COVID Community Champions and from the Social Prescribing Link Worker may be a route towards support for patients in need of digital support to access health care.

The PPG and Parish Council will continue to work to try and address concerns.

Next meeting Monday 15th March 2021 by 'zoom' at 6pm

Agenda Items please forward to Margaret Contact:

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