

Willington Medical Practice Patient Participation Group (PPG)

July* 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, Sue, Carter, Lucy Gibson, Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge (vice chairperson), Sally Lovatt (treasurer) and Val Shelton

Apologies

Sara Bains, Joan Burton, Holly Goodrich, Pat Harvey, Maisie Trotman, and Vic Wright

MH welcomed everyone to the meeting.

Message from Chairperson (MH)

Margaret asked to speak to the group at the start of the meeting

"I want to take this opportunity to thank those members of PPG who have been able to join us in our Zoom Meetings but I am very conscious of those members who maybe feeling left out and just to say we will return to our normal meetings as soon as it is safe to do so.

Our AGM did not take place due to COVID-19 restrictions and in consultation with my Vice Chair, Secretary and Treasurer have made the decision that our next Zoom meeting on the 15th September we will present the audited accounts and my Chairman's report.

You will all have received the recent NAPP bulletin which has raised many questions in my mind about the track the PPG is on at present. I think it's fair to say we have lapsed into 'fund raising' mode which I know is extremely important as it contributes towards the experience patients and staff have at the Surgery.

However, the opening item in the NAPP bulletin relates to PPG and relationship with GP's is a timely reminder for us to focus on. To quote:

The importance to GPs of involving patients in the wider aspects of the organisation of health care, as well as in their personal care, and demonstrates why GPs need to work with the patients in their practice in order to fulfil aspects of the GP curriculum and revalidation. The article explains how successful collaborative working between patients, GPs and the practices can be achieved for the considerable benefit of all.

I hope my PPG colleagues agree with me that we must take the opportunity to review our constitution to transform PPG to focus and embrace more patients views and experience and more importantly expectations of primary care.

Yes, fund raising will be part of the constitution but that is not our priority and we can build on the exemplary work we did on the patient information leaflet.

During our summer break I have agreed to meet up with Sally, Pete and Janice to rigorously review our constitution and establish a new constitution that will give us more clarity on what we are here to do.

The NAPP bulletin gives us a great steer on what the relationship should be between GP's and patient participation."

The group agreed with the assessment by MH and comments included:

SC Not following aims of PPG as stated on website and PPG board, leaflets etc

PeH wondered if fund raising could put some patients off coming forward for PPG

VS concerned group not representative of practice population

MH suggested some funds could be used for patient groups and LG offered social prescriber support for patient groups

'Lockdown' has prevented progress on patient events and the group acknowledge that this has had a negative effect on the PPG business and engagement with patients. We have done well to continue to meet although this has meant that some members are excluded.

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.

Treasurer's report

£7476.71 C/A (this includes money donated for blinds and will be paid as soon as they are completed) and £25.47 petty cash. There is no income from books as they have been cleared from the surgery during the pandemic.

Fred Spencer has been contacted and is happy to audit the accounts.

The screens were paid for by CCG and PPG not required to make a contribution.

PPG AGM

The AGM will be postponed. The most likely date is during 2021 but will be continually reviewed. It was agreed that MH will prepare her Chairperson's report for September and Janice will prepare a treasurer's report for September as an interim measure.

All officials currently elected are happy to continue until AGM.

Surgery Update by HG

The surgery processes are still based on all appointments. GP appointments initially over the telephone and via video consultations; this allows the history piece to be done which in turn shortens the face to face appointment if needed. We are definitely getting much busier and any patient we have for a face to face appointments we have to have clean down time which is halving the number of appointments we have to offer. With this in mind we will have to keep the current processes till a vaccine is found or we will implode. We are starting to work with nurses who do reviews to use video consultations so they can see the person if possible. The screen is up in the reception area (pictures attached sent by email)

The COVID-19 red hub will close at the end July due to the University needing the site back. They are trying to source a Warehouse type facility to adapt for the winter so people can attend an indoor facility, but with the timeframe it looks like we will need to accommodate COVID-19 symptom patients back at the surgery. I think this will be an external service with the same processes they have used at the RED hubs – having people drive through and do a Saturation test, temperature then advise on what to do – in most cases we will point people to book a test through the NHS website as it's the only way to be really sure.

We have started back doing most nurse items, except ear syringing as this is still classed as too high risk and other treatments that have aerosol processes. We are working out on some other treatments, aiming to pull them into a clinic as it saves time with equipment gathering.

Appointments are still being guided day by day and week by week on this and we are in discussions also now about how Flu clinics will work; the idea is these will be done in the car park or at external locations as drive and walk through facilities with very frail patients only coming into the surgery. We have also contacted some local areas to see if we can go out into the community – but also need to check if CQC will allow this, as they do not allow us to be in buildings that are not CQC registered i.e Village Halls.

The PCN have now employed 3 social prescribers and they have started to speak to patients (also using telephone and video consultations) and it is working well. We have a Pharmacist (based at Hollybrook) who will be focused on nursing home medication reviews and a First Contact Physio (based at Village) who as of Monday 13th is “seeing” via telephone and video initially people from all 8 practices. We are still looking for 2 more Pharmacists and 2 more First Contact Physio's for this year.

The Blinds – are up!! (Pictures attached in email) and I must say they look amazing; we need to write to Mr Sharpe. The blind company called me the day after for payment (the only time they have pro-actively called in in all the time we have been trying to get them erected) I declined to pay for them on the basis of the amount of time and messing around; the gentleman offered me £50 off, which I declined saying I wanted 25% off; he has gone away to talk to his manager (that was on 25th June) so far I have not heard back from them!

Notice Board – I have attached pictures on email for you to see it if you haven't been down to the surgery.

So far we have not had any staff member off with COVID-19 but this week we are all being tested for antibodies, this is more to do with research as none of the guidelines at the moment say this give immunity from the virus but it will be interesting to see what the results are.

Social Prescribing Link Worker

Social prescribers have been busy contacting patients and have been in touch with CVS as some of their groups are now operational. Social prescribers also attending surgery MDT meetings in order to liaise with GPs.

SC asked which groups the social prescribers were working with- charities or council? Lucy promised to feed back at September meeting.

Report from PeH about Meditation Sessions

The meditation group is now being sponsored privately and PeH waited nearly two months for a response from CCG about involving groups (of varying connections) with support for patients and the final email suggested liaising with the Practice manager – which is where we started. It has been a frustrating experience and illustrates the lack of connection by CCG for Patient Participation Groups.

Future Plans

Skin Lesions

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

Any Other Business

VS commented that the screen on reception was very acceptable and not intrusive as feared.

VS expressed concern for mothers with new babies and whether they were getting support and SC wondered about group chats or 'zoom' meetings

UPDATE

SL checked with midwife and visits are going ahead generally although some contact may be by phone call. She wasn't aware of any groups being set up by 'zoom' or other means but mothers were being given as much remote support as possible.

SC had heard comments from patients who were concerned that they had been reviewed by the nurse but were asked for blood pressure and weight and did not have access to measure these in the home.

UPDATE

These patients without access to provide their own measurements are added to a waiting list and will be recalled as soon as practically possible.

HealthWatch

No recent bulletin received.

Next meeting Tuesday 15th September 2020 by 'zoom' at 11am

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