

Willington Medical Practice Patient Participation Group (PPG)

May 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, Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge (vice chairperson), Sally Lovatt (treasurer) and Val Shelton

Apologies

Sara Bains, Chris Baker, Christine Bould, Joan Burton, Pat Harvey, Maisie Trotman, Ann Wood and Vic Wright

The group were very pleased to welcome Lucy Gibson and Matthew Parr (Social Prescribing Link Workers) to the meeting. MH welcomed everyone to the meeting.

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

£7540.44 C/A (this includes money donated for blinds and will be paid as soon as they are completed) and £11.08 petty cash. £40 (by SL) has been paid for the NAPP affiliation. £14.39 to be paid to PeH for Zoom and this will continue as a monthly fee if it is utilised. 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.

Surgery Update by HG

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.

Also, text messages have been sent to many of our patient requesting if they had suspected Cancer or Heart Conditions etc... they should still contact the surgery in line with NHSE guidelines.

We are doing all appointments initially over the telephone and via video consultations which also includes the option of sending in a photograph; then if the GP feels they need to see people they will call them in for a face to face appointment. We are also doing many reviews over the telephone but we are also doing immunisations and some blood tests which are essential and these will be booked in face to face straight away.

All our appointment that are face to face are COVID screened so we are not allowing anyone into the practice who has symptoms. You should also not visit the practice unless you have a pre-booked appointment or essential paperwork (which can be left in the box outside) but telephone us, or use the Systmone-online, NHS app or Online Consult (all details are on the website) to contact us initially.

Over the next 6 weeks we expect to be asked to start doing a few more routine appointments but we are being guided day by day and week by week on this and so at the moment have stopped a lot of non-essential appointments.

Unfortunately, in all these situations no one can guarantee you will not catch the virus unless you lock yourself away and have no contact with anyone or anything; but what I would say is the surgery is thoroughly cleaned every day, with additional handle cleaning etc...taking place throughout the day. Our infection control has been reviewed and added to regarding COVID-19 but as you can imagine we have a high standard always. All our clinical staff are wearing the correct PPE for the roles they are doing and we are supplying all patients who attend the surgery for an appointment a mask to wear and hand sanitizer to use. On arrival we are doing additional COVID-19 screening questions.

If people need us we are here, but it might be a bit different; but compared to many other public areas / facilities that are open I would say we are one of the safest places to visit – but with the technology we now have the chances are you won't need to visit us.

Other updates

The Blind was due to go up Wednesday but no one turned up even though I had chased them to confirm or change the date – so I have chased them again today. A 50% deposit has been paid and to date no-one has been to measure (with suitable equipment) and communication has been really poor. The group decided that a deadline for provision of blinds should be set and if not met then the money must be returned.

We have done the risk assessment for the external notice board so we should be able to get this put up in the next 2 weeks – which will be very helpful in the current crisis.

Dr Wright has started with the practice- she has over 20 years as a GP. She is doing Thursdays & Fridays.

The RED hub is still running – discussions are taking place all the time but looks like it will continue at least till the end of May – this has meant we have not had to have anyone attend the surgery with COVID symptoms.

We are now able to get the PPE we require in practice.

We are working well with a couple of technologies which we hope to keep using in future to enable us to do more telephone and video consultations as the feedback on our Friends and Family report was very positive from people who had used them.

We managed to get the car moved from the car park with thanks to Willington 'Spotted'.

Appointments for smear tests, injections and blood tests have resumed and other services will gradually resume as the weeks pass.

May 25th will be a bank holiday and neither the pharmacy or surgery will have to open (unlike the previous three bank holidays).

Prescribing Link Worker

Matthew Parr introduced himself and was welcomed to the group. He has a background in LiveLife project which includes weight management, smoking cessation services in South Derbyshire. Lucy and Matthew are working on establishing a work strategy and establishing contacts. MH offered the PPG as a 'sounding board' and SC offered her contact number as she has lists of local groups which may be helpful.

Meditation Sessions

Those that were able to access the meditation sessions found them surprisingly relaxing and thought that supporting such an initiative would be helpful to those affected by the pandemic and 'lockdown'. The link with the Tara Buddhist Centre at Etwell is not considered suitable because of the inference the surgery may be endorsing Buddhism.

There were several alternative suggestions made:

- Sponsorship of the Tara Centre meditation session so that it doesn't have to be linked to the surgery.
- Independent provision of counselling (not linked to any culture)
- Contact the CCG engagement officer to see if there are any services provided by CCG that may be accessed to support patient's mental health during the pandemic

The COVID-19 local Facebook group could be canvassed for feedback if a trial meditation session could be organised. It has about 200 members.

It was agreed that the idea is a good one if a suitable option can be found that does not conflict with the surgery GP contract.

Future Plans Skin Lesions

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

PPG AGM

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

Any Other Business

PeH is organising a ZOOM travel quiz for those who are interested. The prize is a soda bread hand made by the quiz master! The aim being to keep connected and communicate during 'lockdown'.

SC commented that CCGs seem to have been very quiet and almost all the information has been provided by NHS England. HG suggested that GPs prefer this national guidance.

PeH asked if there was an alternative to the Falls Clinic which could be accessed during 'lockdown'. HG suggested NHS website for information and avenues of support.

JH advised the group that scam letters and texts, which purport as being from NHS, are being circulated and should be ignored. HG confirmed that patients have been receiving texts suggesting a smear test is due and this is also a scam.

HG informed the group that the car left in the car park for months had at last been removed thanks to 'Spotted Willington' Facebook. This was after numerous calls to the council who seemed unable/unwilling to help.

MT asked for guidance on the type of problem the GPs should be contacted for.

HG re-iterated that most of the appointments (85%) are either video or phone calls and patients should not be afraid to phone the surgery for advice or signposting.

VS wanted to congratulate the surgery on the support received during 'lockdown'. Four phone calls from a GP and an appointment at the surgery for bloods were all handled very efficiently and she felt really safe.

HG advised that the surgery follows all NHS England guidelines. The main point is that no-one should come into the surgery without advice and they must always phone first.

SC will add this information to 'Spotted' and PeH will add to Mercia Marina information.

HealthWatch

No recent bulletin received.

Next meeting

Tuesday 16th June 2020

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