

# Willington Medical Practice Patient Participation Group (PPG)

## October 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**

Chris Baker, Sue Carter, Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge (vice chairperson), Sally Lovatt (treasurer) and Ann Wood

### **Apologies**

Sara Bains, Joan Burton, Holly Goodrich (Practice Manager), Pat Harvey, Val Shelton, Maisie Trotman, and Vic Wright

MH welcomed everyone to the meeting and informed the group that Vic and Joan have sent their regards to all.

### **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.

### **Future Plans**

#### **Skin Lesions**

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

### **Treasurer's report**

£5907.32 C/A and £25.47 petty cash. There is no income from books as they have been cleared from the surgery during the pandemic. SL to discuss with HG whether the book sales could be restarted. Hand sanitiser available for use before and after handling books and notices to inform patients of care to be used. (Book shops, garden centres now open and selling books). £136.80 has been paid to surgery to pay for advert in Resource promoting PPG. We could possibly consider the 100 squares 'lottery' if there was to be a reasonable number of patients in surgery. This is a fund-raising effort and would not involve contact. POST MEETING NOTE: SL met Mr Sharp at a flu clinic and he was very pleased with the plaque and was even more pleased when he went to register and Molly (receptionist), realising who he was, thanked him and said what a difference the blinds had made to the staff by keeping out heat and sun in the summer and cold in the winter.

## **PPG AGM**

The AGM was held in September via Zoom with the current chair, vice chair, secretary and treasurer continuing in post for the present at least until meetings can be resumed 'in person'.

## **Surgery Update by HG**

*The main 2 focuses are Covid-19 and Flu Vaccinations:*

*Covid-19 is very much still with us, and we are constantly risk assessing between patient and staff safety versus accessibility. With this we have joined with the other Primary Care Networks (PCNs) in Derby City, who we worked with through the summer, to create a Respiratory Hub based at the Derby Urgent Care centre. The main differences between this and the summer Red hub is that they will see anyone over 12 weeks for any respiratory condition and it's not a drive through. Patients initially will come through the surgery and speak to a GP who will triage before booking an appointment at the DUCC. They will physically examine and diagnose people but they cannot do Covid-19 tests.*

*This will enable us to continue as a "green" (or I think closer to Amber simply because we have people here) surgery. We are still booking telephone or video consultations with the GP and Long Term Condition Nurses as many things can be treated through these mediums and the GPs have a total of 6 face to face appointments a day that they can book people into for an examination is needed – if these are not required we release them for telephone appointments later in the day.*

*Most Nursing, Health Care Assistant, and Phlebotomy appointments are now back to normal but still with clean down time in between which makes catching up slower, but is necessary.*

*Flu Clinics – We ordered in September 2019 for this year's flu season, this is based on how many we did in the 2017 -2018 and 2018-2019 seasons, we can then change both up and down by 20% in February. We ordered 1600 over 65 vaccines (based on an average of 1440 from the previous years and number of patients in this cohort – we are able to return 10%) and 700 for the under 65's within the specified categories (again based on previous years and numbers of patients and should cover all that request it). The uptake has been much more than previous years due to COVID-19 and the press around this. We normally are calling, chasing, texting, and writing letters to get who we do in, this year we have had to do very little of this and simply answer the phone a lot to book people in. We have tried to prioritise the older patients and those with other long-term conditions.*

*We have many difficult conversations with people complaining that we hadn't contacted them but I know from talking to other Practice Managers in the area that they have never done what we have – but I guess it's always hard to remove a service.*

**SC commented on: 'hard to remove a service' and wondered if it would be easier to manage clinics by contacting patients rather than receiving calls from patients to book in. SL confirmed that this is normally the case but this year patients phoned in hundreds to book a flu vaccination as many more patients than would normally have the vaccination have decided to take advantage because of the current pandemic.**

*We received an email on Monday 9<sup>th</sup> October to inform us that the centrally claimed stock is now being released to practices – so we are looking to get more over 65 vaccines into practice. I will not have any dates until after Monday 19<sup>th</sup> but we will put it out on our Website, answer machine message and spotted sites but we have been advised not to do this until the vaccines are in the building; but if anyone calls we can log that they want one and contact them as soon as this happens.*

*We have advertised and are interviewing for additional reception members. We had one lady leave to train as a teacher in the summer and decided to sit tight on it but we also have a lady who has been with us for 19 (nearly 20) years retiring; so have promoted Josie within for her role, and it feels the right time to get another member into the team. We will let you know.*

*We have had 4 team members who have had to isolate while family members are tested or have had colds and so have been tested – so far all have come back negative. Long may it last.*

*Thank you to all for feedback on us looking at the telephone system and for Peter's input – we are now looking into a whole new system which will be cloud based and enable each person to have their own lines in and out and gives us the ability to add additional queuing to the inbound calls if we feel this is correct. It also allows for mobile calling which will help if people need to isolate or work remotely for other reasons. I'll keep you posted.*

*Think that's it for now; I'm off for my first full weeks holiday this year (in my house and garden only) and boy am I ready for it.*

*Take care and thank you for your continued support.*

### **Social Prescribing Link Worker**

All of the Social Prescribing Link Workers have resigned and gone off to new posts. SC commented that she has been liaising with CVS and they provide a very large range of services. SC has the core group of volunteers from COVID group and if there are any patients, we feel would benefit from a chat, then please contact Sue or CVS who run a volunteer 'Befriending' Service.

### **Any Other Business**

PH commented that during this pandemic he has acted as a virtual patient for medical students via 'zoom' which has worked very well.

JH and MH had both been to RDH and found everything very safe and reassuring.

Likewise, SC commented that QHB is very clean, professional, relaxed and excellent.

PH confirmed that the 'advert' for PPG will be in the Resource for November delivery.

PH will contact Jo Smith who started the 'Coffee and Chat' at the Dragon and see if she is doing any sort of virtual group.

SC informed us that Alan Gifford, a patient, has written a 100-page book on Willington which is being printed (350 copies) and will be on sale in November and profits go to the Village Hall.

MH informed the group that she will be forwarding an email inviting members to a virtual PPG network meeting initiated by Andy Kemp, Head of Communications and Engagement at Derby and Derbyshire Clinical Commissioning Group (DDCCG).

### **POST MEETING:**

**Sara Bains has asked if the meetings could be changed back to evenings to enable working patients to attend. Before the next meeting please can everyone consider availability.**

### **HealthWatch**

No recent bulletin received.

Next meeting Tuesday 17<sup>th</sup> November 2020 by 'zoom' at 11am

Agenda Items please forward to Margaret Contact: [mhooley.hoolmarkprt@btinternet.com](mailto:mhooley.hoolmarkprt@btinternet.com)