

Willington Medical Practice Patient Participation Group (PPG)

21st September 2021 PPG Meeting (Zoom meeting)

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), Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Sally Lovatt (secretary), Maisie Trotman, Vic Wright

Apologies

Barbara McCardle, Ann Wood

The chairperson welcomed everyone to the meeting and introduced Rob Sturch from Digital Connect. We also welcomed Yvonne Hobday to the group

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

£5867.32 C/A and £5.47 petty cash. A defibrillator has been purchased at a cost of £1170 leaving £4697.32 in C/A. A box was provided by EMAS and the defibrillator will be fixed to an external door. There has been no income from books during the pandemic but the books have been opened again recently. Hand wash is available and the area is wiped down at least twice a day. Patients are asked to only look at books as they leave the building.

Practice Manager's Report- Holly Goodrich

Life in Practice Management has been challenging these last few weeks/months but we are still here!

The Flu /Covid booster program bit us at Willington surgery this year due to in the words of a CCG member "being too efficient and pro-active". We initially had many of our over 65 patients booked in for Flu and Covid Boosters but we were then informed the Booster criteria would be delayed until the government agreed about the 12-15 year olds without underlying health conditions; so as a practice we agreed

to still keep the clinics and do the flu vaccinations only (as we are expecting this year to be a high flu year). We then received a communication from Seqirus the only supplier of over 65 influenza vaccine that due to freight issues we would have a possible 1-2 week delay on our delivery. This was a national issue but we still hoped it would come good as I had seen on forums that some practices had cancelled everyone only for the delivery to turn up.

We had sent a communication to all with the possibility of clinics needing to be changed but on Wednesday we made the decision that we needed to communicate with all and agreed we would move everyone from 18th September to 9th October (we will make a decision about the clinic on 25th early next week but potentially this will need to be moved also to 9th October). We chose the 9th for 2 reasons; firstly, we can staff that date, and secondly the Covid vaccine deliveries for this area will hope to start the week commencing 4th October. This is because the Patient Guidance document (the guidelines we have to work to) is being updated by 21 September and the National Protocol to follow shortly after (no specific timeframe) which is the document the house of parliament votes on to approve go ahead. You might see that some hospital hubs have gone ahead but these have to be administered under certain rules and regulations which GP practices or Mass vaccination centres cannot abide by. Other information on the boosters is:

- The JCVI advises that the booster vaccine dose is offered **no earlier than six months after completion of the 2nd vaccine course**
- We have been asked to prioritising those who are most at risk and those with the longest interval since the 2nd dose of their primary course- so will run the cohorts down as before
- We need sign off on a new IT system
- Staff need to be signed off to prepare and draw up and give the vaccine at our site
- Premises need to be signed off as workable spaces i.e. space for people to site for 15 mins (we can get 40 chairs in the waiting area 1m apart)
- We are still waiting on confirmation of the transport of this vaccine once in practice for Care Homes and House bound
- The Vaccine will be Pfizer-BioNTech and at the moment the MHRA are sticking with a 15-minute wait – although the news is talking about Moderna we were informed yesterday that this is a couple of months off. You will get Pfizer regardless of what you had the 1st time.
- Co-administration of COVID-19 and influenza seasonal vaccines: the JCVI guidance states that “**where operationally expedient, COVID-19 and influenza vaccines may be co-administered**” (this is a change from the wording in the original contract). Therefore, systems should consider co-administration wherever eligibility for both programmes, supply and regulation allow. In particular, systems should seek to co-administer in any instances where it improves patient experience and uptake of both vaccines, reduces administrative burdens on services or to reduce health inequalities (e.g. in Home settings, residential care homes and roving models).
- The JCVI have advised that “**the COVID-19 booster vaccine programme should [not] disrupt or delay deployment of the annual influenza vaccination programme**”. Therefore, it is important individuals are offered

their COVID-19 and influenza vaccine as soon as they are eligible, rather than delaying for the purpose of co-administration

Saying all of that the plan is for us still to do the Covid Booster – but think it might be two appointments rather than the one.

Additional information: Planning to do 54 Covid vaccinations over 22 days would be a suggestion if the vaccinations need to be done separately. This would avoid large and long dedicated clinics although there may be some late nights.

Apart from delivery delays the delay in rolling out COVID vaccinations is due to the delay in CCG 'signing off' the protocols. This is in comparison with pharmacies who have signed up and started vaccinations.

CCGs are becoming another organisation. From 1/4/2022 they will become Integrated Care System which is basically CCG transforming into another inefficient organisation.

In other news –

We had a National shortage of blood bottles which asked us to cancel many of the blood appointments we had, delaying for example, Long Term Condition reviews. I am pleased to say we had an email yesterday saying that GP practice can go back to "business as usual" from Monday.

The new Defibrillator has arrived so I need to arrange for the external box to go up and to be registered with EMAS / 999 – I am also organising a plaque to say "gifted by the PPG" if you can think of any specific wording you would like please let me know. I think even though Willington has a defib at the Co-Op this will be a welcome asset to the village.

I have attached our August Friend and Family feedback which mirrors the national survey that has been done with 95% rating us Good or above and placed Willington in the top 12% of practice throughout England being 842nd out of 6658 practices many places higher than some of the surrounding practices. This was a great boost to the team here as we are all suffering from fatigue. For information our GP's are seeing 38% patient face to face appointments (without a telephone appointment beforehand) then 14% they are bringing down from a telephone appointment to a face to face. We are working mainly off patient choice although are still protective about going back to more than 50% at this moment as all our GP's have children and we have had to still isolate while waiting on PCR tests – if the patients are booked in on a telephone appointment we have the telephone system and technology for them to run their clinics from home offices, but patients booked face to face have to be moved.

If you want to look at the survey you can find it here <https://www.derbytelegraph.co.uk/news/derby-news/derby-derbyshire-gp-surgeries-ranked-5897983>

HOW DO PATIENTS RATE MY SURGERY?



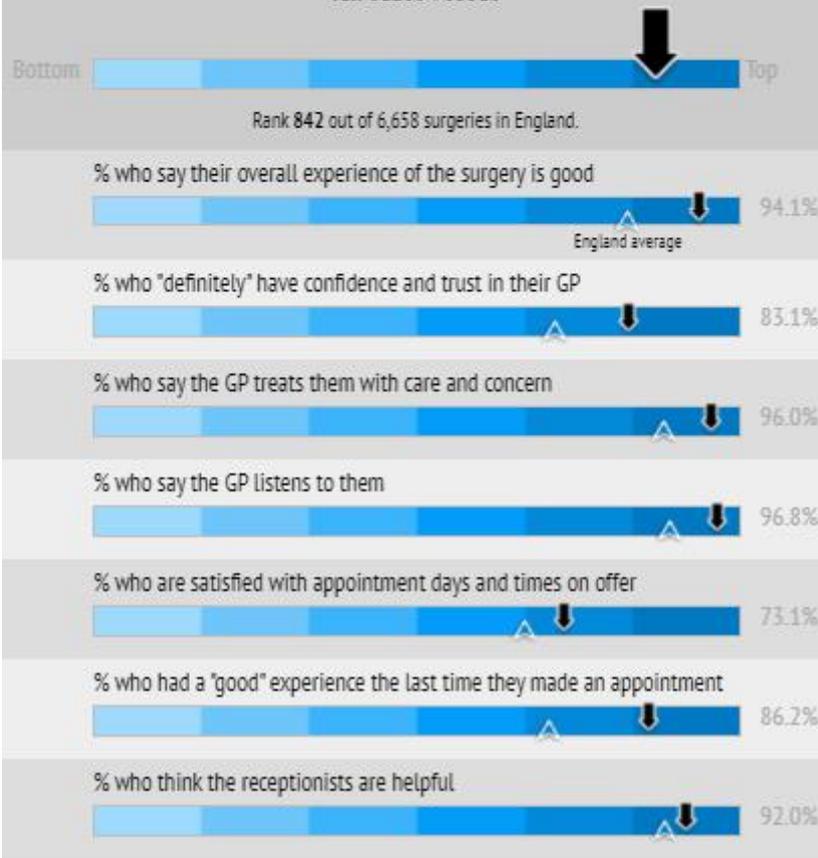
Data from GP Patient Survey 2021

WILLINGTON SURGERY (DE65 6QT)

Show data

WILLINGTON SURGERY

KINGFISHER LANE, WILLINGTON, DERBYSHIRE, DE65 6QT
Tel: 01283 703318



We have rolled out Medicines Orderline and accept that some patients are not happy with the changes we have made; even though it was driven by complaint of not being

able to take prescription over the phone. We will continue to review feedback but on discussion with other practices who have used this service for a while it quickly gets embedded.

We have 3 new Reception members, Gemma, Jayne, and Katherine due to changes that happened through Covid and not replacing team members and Molly leaving to go and do a degree at Nottingham University and Maia going to 2 days per week as she is taking on an open university degree in October. I'm not sure if you have seen the posters and notice on our website about Sister Wendy Okoye who has also retired from the practice to spend more time with family; so we have a new Diabetic nurse called Kim on a Monday and a Locum nurse who has worked with us before and can do COPD reviews called Clare on a Friday (from October); we are going to be advertising for a respiratory nurse very soon.

We have 3 new social prescribers coming on board to work for the primary care network; I do not have a start date yet but hope it will be early October.

Additional Information- the three new social prescribers will join 3 already in the team and they will work from a 'hub' to provide a more co-ordinated approach

Finally; as you are all aware Sally is off to pastures new but will be working remotely for us from her new abode (one of the blessings of Covid and the updated technology) initially she will do the same hours and we will keep reviewing.

Digital Connect

Rob Sturch from Citizens Advice gave a very interesting update on the current incentive to try and support patients in improving their digital skills.

The team consist of a Project Leader, project co-ordinators and volunteers. Patients are contacted within 5 days of referral and there is a 6-session structure and patients can be supported from home or by telephone support. The team have tablets (internet ready) which can be loaned or purchased. The contact form can be found on the citizens advice website: <https://www.citizensadvice.org.uk> or by contacting 01332 321 959 or by referral to digitaltraining@citizensadvicemidmercia.org.uk

SC asked how it was to be marketed and there are leaflets and posters. SC suggested Facebook so that others may refer relatives, neighbours who may benefit. Poster and leaflets could be displayed in the surgery

YH suggested contacting Social Care and Occupational Health

Since the meeting the Social prescribing Team and the Care Co-ordinator have been informed of the initiative

Any other Business

Skin Lesions

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2022.

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

Joined Up Care Derbyshire

MH shared the information provided at a Teams meeting facilitated by Karen Lloyd, Head of Engagement.

There is a survey to find patient opinions of the NHS health check.

<https://forms.office.com/Pages/ResponsePage.aspx?id=s46aQhAyGk6qomzN4N2rxYdunFNnRn9PvJVII3IEnyBUNkI1QVpCS0RQVDIMQVBKU1FOVE01VkdNRS4u>

There is information about the Derbyshire Shared care Record which is due for rollout in October/November.

There is a presentation from 'Britain Thinks' which explores the results of research into the perceptions and realities of accessing primary care and urgent care.

Healthwatch England is carrying out a survey 'Delays to hospital care and treatment'

[Delays to hospital care and treatment \(smartsurvey.co.uk\)](https://smartsurvey.co.uk)

There is a survey asking patients for their views on a health or social care experience and the same survey asks for feedback on the COVID vaccination service.

<https://www.smartsurvey.co.uk/s/KPFNXG/>

There is a link to the Joined -Up Care Derbyshire strategy on digital and data strategy:

https://joinedupcarederbyshire.co.uk/application/files/6716/3058/3475/Derbyshire_Digital_Data_Strategy.pdf

A PPG network was outlined

<https://derbyshireinvolvement.co.uk/ppgnetwork>

National Association for Patient Participation [N.A.P.P](#) are booked to do a session on recruiting members to PPG's on Monday 18th October 10-11.30am.

There is a link to BMA's Support Your Surgery resources

[Support your surgery \(bma.org.uk\)](https://bma.org.uk)

The statistics relating to GP telephone/face to face and appointments pre- and during pandemic were also shared

A lot of interesting and thought provoking material.

Next meeting 16th November (time to be confirmed)

Agenda Items please forward to Margaret Hooley

Contact: mhooley.hoolmarkprt@btinternet.com