

Chase Meadow

HEALTH CENTRE

Patient Participation Group Notes of Virtual Meeting held via Microsoft Teams: December 3rd 2020

- 1. Able to access the meeting:** Karen Mitchell (Chair), Sarah Hargreaves (Operations Manager), Jean Barlow, Jo Whitten, Charles Jones and John Holland.
- 2. Apologies:** Barbara O'Shea and Rosie Kerr.
- 3. Notes of previous meeting:** Had been circulated and agreed, with the main body forming the PPG Newsletter.
- 4. Agenda:** Whilst an agenda had been planned, in light of news about vaccines and other developments, the agenda was given over to enable updates about what is happening within the Practice and across our Primary Care Network (PCN).

Thanks to Sarah for setting up the meeting, we are very pleased to see her back and glad that she is feeling better.

Covid Vaccination Programme.

- Our PCN will be establishing a local vaccination hub, but this will not necessarily be at GP Practice and there will not be a hub at Chase Meadow Health Centre; the selected site will need to be approved by the Clinical Commissioning Group (CCG) and NHS England. Clinical and admin staff are being trained and upskilled to manage and deliver the vaccination programme, this will be supported by the CCG and the South Warwickshire GP Federation.
- Patients will be invited to attend their designated hub, and the call up will be based upon the priority criteria determined by the Government. There may be a national call up system for patients as well.
- A roving service will be provided for housebound patients and care home residents.
- Each patient will require 2 doses of the vaccine on 2 separate occasions, 21 days apart. *
- The Covid vaccine must be separated from other vaccinations by 7 days, and after the vaccine patients will have to 'recuperate' for 15 minutes after the vaccine before they are able to drive.

*The vaccination programme is in its early days and there will be changes to the decisions previously made. Since our meeting another 2 vaccines have been approved for use and the decision has been made to extend the period between the 2 doses to enable more people to receive the first vaccine. The vaccination hub has also been confirmed as The Warwickshire Golf Club in Leek Wootton.

Flu Vaccination Programme

Previous nationwide difficulties accessing the vaccine seem to have been resolved and the vaccine is now accessible to all practices. The vaccination programme continues to be rolled out, and patients over 65 years old and children receiving the nasal spray have already been vaccinated. Letters and texts have been sent out inviting patients aged 50 – 64 years, 7 – 15 years and vulnerable patients in the 18 – 64 year category to attend for vaccination, along with carers of any patients that are shielding.

Other Vaccination Programmes

Pneumococcal and Shingles vaccinations are also being delivered, and patients who are known to meet the criteria are being invited to attend for their vaccination.

ACTION Sarah - to add to the website the criteria for these vaccinations, and how patients can access them.

New IT and Phone Systems

- The new IT system has been a huge benefit, as it is able to deliver some of the services previously undertaken by members of the admin team. One example of this is that it can be used to email out medical reports, using a password protected PDF.
- The new phone system, which it is hoped will be operational in April, will enable a better experience for those phoning the practice at peak times, and in addition to a more robust queuing system there will be the option to request a call back rather than holding on the line.

Accessing Services

- The Practice is able to offer services as an Extended Access Hub, and appointments are available between 18.30 – 21.00 on Mondays, Wednesdays and Fridays. Whilst take up of appointments was slow to get going, 81% of slots available are now being utilised.
- It is recognised that the Practice cannot offer the same number of face to face appointments as pre-covid times, because of the need to clean facilities between patients and for staff to have to don and then remove PPE. The number of blood specimens being taken in the Practice have reduced by about 2/3rds with many patients being sent to hospitals for their blood tests.
- We had asked if there was data available comparing the numbers of appointments, including blood tests, in 2019 and 2020, to highlight the changes in response to Covid. This has not been possible as a new booking system was introduced in February 2020 that would invalidate this information. NHS England is doing some work around how appointment slots are used and how they are labelled that should help to see the differences to services, and Sarah is going to access and share some information about face to face appointments and telephone appointments, comparing data from March and October 2020.

ACTION Sarah – to share this information to the group prior to our next meeting.

- There had been concerns raised that some patients had missed routine blood tests and also that didn't feel their telephone consultations had been effective, and if patients still had medical concerns what should they do? The advice for any patient or carer that has concerns, or feels a condition is not improving (or is deteriorating) is to contact the Practice

Keeping Patients Informed

Patients should have clear information about the new ways of working, how to access services and what to do if they are worried about health issues, and the group remain concerned that this information is not available to all.

It was agreed that the PPG produce a quarterly Newsletter to update patients and carers. This will be uploaded to the website, and paper copies made available to the Social Prescribers to pass onto vulnerable patients as and when they visit.

We produced the PPG Newsletter in August, but this does not appear to be visible on the website.

ACTION Sarah – to check the website and add the Newsletter

Wellbeing Menu

There is a need for the Wellbeing Menu to be updated, and also to check what groups and organisations are still up and running and can be accessed at this time - this information could also be sent out to new patients registering at the practice.

Jo informed the group that she had been in contact with the Community Development Worker and Warwick District Council (WDC), and they would be willing to share the Menu, via on line platforms,

to schools and other organisations so that more people can benefit and improve their health and wellbeing.

We will need to decide how best to update the Menu and who can liaise with WDC.

Next Meeting

Our next meeting will also be a virtual meeting, and Sarah will arrange a date at the end of January / beginning of February.

ACTION Sarah – to arrange this and send out meeting requests. If possible could the link to access the meeting be sent again on the day of the meeting so that everyone can see how to join?

Wishing a very Merry Christmas and a Happy New Year to all our PPG members and to the team at Chase Meadow Health Centre.