

Minutes

PATIENT PARTICIPATION GROUP

Friday 2nd October 2020 – 1.00pm

Western Elms Surgery Chair LT Minutes LL

1.	<p>Attendees:</p> <p>Alan, Alice, Beti, Hazel A, Colin M, Hazel M, Murray, Shaheen, Susan P CL PPG: Chris</p> <p>Surgery: Lisa, Lucie, Jackie, Jane, Laura and Dr Oji</p> <p>Apologies: Ken, Marilyn, Val</p> <p>This is the first meeting to be held since March 2020 due to COVID-19. We held the meeting virtually using zoom.</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial</p> <p>Fundraising has been unable to take place due to the pandemic and there are has been no footfall at the surgery.</p> <p>The report was voted as accurate and accepted.</p> <ul style="list-style-type: none">• Account Balance - £411.69		
4.	<p>Surgery News - Lisa</p> <p>Flu clinics –</p> <p>Lisa explained how the flu campaign will be run at the surgeries and that the first flu clinic will be held on Saturday 10th October at CL. In previous years, appointments have been 1 minute long but to take into account all the safety measures, appointments are now 5 minutes. Lisa advised that some surgeries/clinics have run out of vaccinations during clinics so we have organised our clinics to ensure we have sufficient vaccines available. Lisa confirmed that we will have used our allocation of the vaccine by the end of November and that currently there is not enough flu to vaccinate everyone who is eligible in the country. Additional vaccine has been procured by NHSE and we will be able to access this.</p> <p>Staffing -</p> <p>Lisa confirmed that we are currently recruiting for pharmacists, phlebotomists, doctors and receptionists and are working towards getting CL open fully to patients. With regards to the pharmacy team, Lisa explained</p>		

that as a PCN we are only eligible to receive funding for more pharmacists once we have reached our quota of 4.8 pharmacists. Those pharmacists have left and been recruited by other local PCNs. Dr Millar is leading the recruitment for the new pharmacy team.

Nursing homes –

Since we discussed nursing homes at our last meeting in January, the government plan was for Nursing homes to be aligned with an individual surgery / PCN. Parkside has been aligned to us in its entirety. The surgery will continue to carry out weekly ward round visits and a care plan will be in place for each resident. The thought process is that it will give better care and enable the homes to deal with one surgery rather than many.

Dr Oji explained that a lot needs to be done to align care homes including the management and physical, social and mental health aspects. There are lots of practical issues involved to ensure the correct care is being given at the right time and utilising the time in the appropriate way. Treatments could include a patient receiving treatment from a GP, MDT, physio, OT, dentist or optician.

Beti raised the question, if you go into a care home, would you keep the same GP. Dr Oji explained that it would depend on which surgery looked after that surgery and that perhaps a patient would choose a care home based on which GP surgery it fell under.

Flu clinics have been held at the local nursing homes and anyone who is housebound will receive one too.

Footfall –

Since July, our website has been upgraded to encourage patients to access the surgery to avoid waiting in the telephone queue. Electronic services are now the way of the world and the workflow is more efficient. Dr Oji commented that a patient would be physically examined once they had been triaged and assessed. Face to face nursing appointments, including doing bloods and dressings has been taking place throughout adding in more and more procedures as they were deemed safe. Lisa explained that there is real demand for blood test/clinics which is why we are recruiting more phlebotomists to be able to provide a bigger service. The RBH is unlikely to get back to normal anytime soon with bloods so the demand is on the practices. We are also doing more bloods prior to seeing patients based on their triage call which enables the GP to make more informed diagnosis already having a lot more information in front of them. In the past patients would have been asked to have bloods following a consultation and then another consultation to discuss.

PPE –

Lisa confirmed that we have had no issues with PPE and that the CCG has an emergency supply system should we need more.

	Alan wanted to say thank you everyone for the fabulous service that the surgery has provided during COVID-19 and for the excellent professionalism and organisation.		
5.	<p>PPG Issues</p> <p>Intended merger of CL and WE patient groups</p> <p>Prior to lockdown it was discussed about merging the two patient groups. Lisa explained that we are one surgery, receiving the same core service and there is no disparity between the two.</p> <p>Shaheen commented that she felt it would be sensible to become one PPG and it would save a lot of duplication. Hazel felt that fundraising should be separated and that each surgery has a fundraising lead. Alan commented that he felt that the groups should remain separate until such time when we can meet again face to face and asked that the Officers remain in post.</p> <p>It was agreed that although remaining as two PPGs for the time being we would meet together to avoid the duplication. Some information in this meeting had been more explicit to that of the CL meeting as a particular question had been asked invoking conversation.</p> <p>A list of meetings to be forwarded.</p>		
6.	<p>Patient Voice</p> <p>Hazel advised that since lockdown there had been a couple of Patient Voice meetings via zoom. Nothing much has happened over the last few months and that they have discussed flu campaigns.</p>		
7.	<p>AOB</p> <p>Beti explained that she was having an issue with prescriptions, specifically paper requests and the surgery would not accept them. LT advised that electronic was preferred, however paper was perfectly ok as some people did not have access to computers. It was felt that the surgery did not explain this – LT to investigate. Pharmacies are also a good way to order without having to physically come to the surgery and post in the letter boxes.</p>		
7.	<p>Date of next meetings:</p> <p>Wednesday 25th November 2020</p> <p>Wednesday 23rd December 2020</p> <p>Wednesday 27th January 2021</p>		