

## HIGH FIELD SURGERY – PATIENT PARTICIPATION GROUP

Minutes of the Patient Participation Group held on Tuesday 24<sup>th</sup> November 2020 commencing at 11.00am. Meeting held by Video conference on Zoom.

**Present:** Chair - (GBe).  
(GB), (LR), (DP), (LW)  
  
Practice Manager - Mike Holmes (MH)  
GP – Dr Helen Poulter (HP)  
Practice Secretary – Kayleigh Burton (KB)

### 1. Apologies and Introduction

Apologies: (LB), (DA), (BA), (CA), (DD) subsequent apologies (DP)

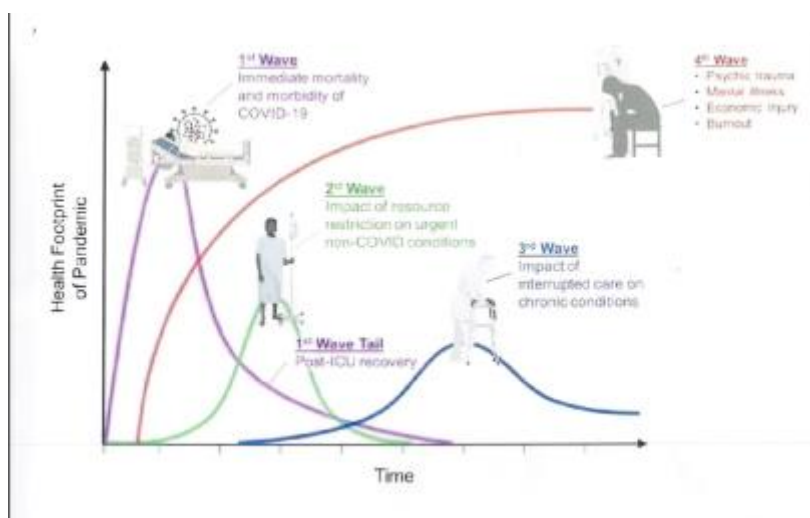
Resignation: (DD)

GBe opened the meeting, thanked all for joining. Noted that the late change of meeting date (1 week postponement) resulted in some extra apologies. MH reviewed the minutes from last PPG meeting, the surgery website is updated with patient input.

Responses as to preferred meeting times have been reviewed. Group feedback was that Tuesday or Wednesday late mornings were convenient for everyone who replied. The group were therefore happy to continue with Tuesdays for now, and Gbe suggested this could be reviewed again in future particularly in view of future work to expand membership.

### 2. Surgery Update

- MH explained the COVID pressures impacting the surgery were having a larger impact than the first wave. Workloads were even higher resulting in some cases in longer waiting times for appointments. The reasons for this included the backlog from the first wave, particularly access to secondary care, as well as longer term issues highlighted here:



- MH stated that the surgery is putting in extra resources to help soak up the demand. We have added extra clinics for HP and have had locums drafted in to help. Unfortunately, some procedures that are not essential have been postponed.
- MH Flu 50 – 64 year old cohort. The announcement was made on Friday in the media and the surgery has now sourced vaccines. We have 1000 patients in this cohort, 500 vaccines are expected

to be delivered next week when invites will be sent and clinics arranged. We do not know what the uptake will be, but should be able to order more vaccines should we need them.

- MH COVID-19 vaccines – Primary care have been asked to be ready to roll out from the 1<sup>st</sup> December although the vaccines are not likely to be ready until after the Christmas period. There remains lots of uncertainty in the planning at this early stage. The Pfizer vaccine can only be delivered to one local site, this is likely to be Ireland Wood Surgery. High Field patients would attend IWS to be vaccinated by our nurses. House bound patients and care home patients were to be the first cohort however there is some uncertainty about this. There is hope that the Oxford vaccine will roll out in due course so that each individual surgery can vaccinate their own patients.

GBe thanked the group for the help with the flu season and has asked the surgery to ask the PPG should we require/want any further assistance with the 50-64 flu clinics. GBe also asked if there would be a specific clinic to give the vaccine as the cohort is different due to people working.

MH stated that we have the capacity through the normal surgery hours to give the flu vaccinations in December however we are considering an evening clinic or a Saturday clinic to give options for people who are restricted in attending during working hours.

Gbe commented on the waves graph and can understand why there is so much pressure on primary care with secondary care being limited.

HP went into detail as to why there is more pressure; telephone reviews are taking place for secondary care rather than face to face hence the work that the hospitals would be doing ie. Blood tests are being passed to primary care to do. We also do not want to discourage patients from contacting primary care as we are open.

- MH – Hawkins chemist is being taken over by Cohens Chemist at Ireland Wood Surgery. Cohens chemist will be dropping their 100 hour contract. HP – Our Extended hours service will remain but patients may have to use ASDA Pharmacy at the weekend to collect prescriptions
- MH – All PPG meetings will now be held via Microsoft Teams, starting next meeting. Sub group meetings will still be held via Zoom for the foreseeable.

GBe outlined that the surgery was happy to carry on with the PPG meetings in the pandemic, and understood that any substantial projects would be deferred to 2021 due to surgery workloads

### 3. Update from Sub Group

- GBe reviewed the action plan from last year relating to the top three main health issues; cancer, mental health and diabetes. This is still valid. The footfall into the surgery has decreased and wondered what the effect may be like on peoples mental health due to being isolated more.

**Action:** The surgery will work with the PPG to make the signposting to mental health & counselling services easier to find on the website and LR will review the wording to see if it can be made more patient friendly.

LR stated that the issue with the website is that many people who are feeling low may not identify themselves as having mental health problems.

- GBe mentioned the newsletter as this was raised last year. Should this be monthly? Biannually? Electronically and a hard copy? GB stated that if it is biannually or yearly this is not to be classed as a newsletter – we need to think about the content and how often this will be produced. Gbe raised the concern of funding etc.

**Action:** The sub group will examine in more detail the frequency and content of any such communication. The surgery is happy to support including delivery electronically and in paper format. MH will investigate CCG support from the Comms team and possible financial support for posting out hard copies to the digitally excluded.

- GBe – is the surgery checking on the vulnerable patients? HP confirmed that at the beginning of lockdown we did contact all patients shielding for a welfare health check. HP also informed the group

that Downs syndrome patients are classed as high risk as well as end stage kidney disease and children have now been removed unless clinically vulnerable.

MH outlined that the surgery has been asked to focus on Learning Disability and Mental Health cohorts by NHS England and these include physical and mental health checks.

After discussion a news item which expires for sign posting is safer than a page on the website due to internet links expiring.

- GBe reviewed the PPG quality indicator document. It was agreed that, post pandemic, once again trying to increase the size and diversity of the group would be a priority

#### 4. **AOB**

- GBe announced he will be leaving the group next year due to moving house and has asked for volunteers for chair

**Action:** Anyone interested the position should notify MH before the 15 Dec sub group meeting.

- GBe confirmed upcoming meeting dates
  - Full Meetings 12<sup>th</sup> Jan 11:00 and 16<sup>th</sup> March 2021 at 11:00 on Teams, all attendees agreed the times
  - Sub Group Meeting, 15<sup>th</sup> Dec 16:00 on Zoom
- GBe thanked everyone for attending, and asked MH to pass on thanks to the surgery staff for their efforts over the last 9 months working through the pandemic

The meeting closed at 12.33pm