

HIGH FIELD SURGERY – PATIENT PARTICIPATION GROUP

Minutes of the Patient Participation Group held on Tuesday 15 September 2020 commencing at 11.00am. Meeting held by Video conference on Zoom.

Present: Chair - (GBe).
(BA), (GBu), (LR), (DP), (LW)

Practice Manager - Mike Holmes (MH)
GP – Dr Helen Poulter (HP)
Practice Secretary – Kayleigh Burton (KB)

1. Apologies and Introduction

Apologies: (LB), (VJ), (KB), (DD), (DM), (DA), (CA)

GBe opened the meeting, thanked all for joining and explained the meeting guidelines which had been sent out in advance. MH reviewed the minutes from last PPG meeting.

2. Surgery Update

- MH explained that Adel surgery is now closing within 6 months and we as surgery will be expecting some patients who will transfer through from Adel.

GBe mentioned the pharmacy at Adel losing premises and asked BA if there was anything in the pipeline to help the pharmacy find premises. BA explained that he had a meeting with CCG and that he was working closely with the pharmacy to see if any available closed shops on Otley Road that they can use or alternatively share premises healthcare providers in the locality.

- MH COVID-19 Surgery is open and we are continuing to adapt. MH raised the issue that some patients still think that GP surgeries are not open, HFS has never once closed its front door during the pandemic. GBe sited this as an example for the need to improve communications to patients.
- MH Flu Season – High Field is currently vaccinating under 65s at risk and currently doing child vaccines. Over 65's flu vaccines not arrived yet and we are not sending flu invites out for over 65 until the vaccines arrive due to the risk of vaccines failing to be delivered on the due date.

GBe Asked should all under 65s at risk have received a letter or invite for flu vaccinations yet? MH explained that we stagger all the invites.

GBe Raised what the impact would be on surgery with regards to flu clinics and social distancing and having to run more flu clinics. MH mentioned that the biggest cohort is over 65's and that we as a surgery are missing opportunistic jabs due to most patients having telephone appointments rather than face to face appointments. We will be running more flu clinics this year and that we will also be having 50 appointments each day with nurses and HCA . GP surgeries have been asked to finish the usual flu season by November as the Government want 50 -64 year olds who are not in a risk group to be vaccinated. HP raised that there is no guarantee that this group will get vaccinated as there may not be enough jabs left.

LW questioned whether you can buy a flu jab from a chemist – MH explained that chemist buy flu vaccinations in and they can vaccinate people who qualify but they can also vaccinate people who do not qualify on a private basis. The chemist's only buy a small quantity and may have supply and demand issue.

GB – asked about PPG helping - MH explained that we have warnings on web that flu will be different this year, minimise footfall in surgery, stricter rules, more clinicians to appts – shorter waiting times etc. Members showed an interest in assisting meet and greet during clinics. Surgery is happy for the assistance and MH will send out a separate email to all members with more information including proposed dates.

DP - asked about touch screen – do pts use it. MH explained two ways to check in – lap top check in, and ok to use touch screen as hand sanitiser available.

3. Update for PPG Sub Group

- GBU lead on service reconfiguration – The Government flexing responses to local conditions. Is there a pre-defined plan? Communication issue
- How much work has been undertaken – MH explained most work been done and done centrally – explained the national 1-5 scale, effectively still in place but this is not clear. Good idea to build a local one as the national one is not updated. Make a table to put on website – things move a lot and things change but could do a general one rather than specific. GBU felt it would be beneficial for pts to stop patient confusion.

GBe – explained CCG said individual surgeries have to communicate how we will work as a surgery – make it clearer to patients that it is telephone 1st port of call and not assume everyone is aware.

MH – Action – draft up table and web wording and PPG will review from patient perspective.

- Communication GBe – raised the point that many people do not have access to digital such as website. Email – do we have email addresses a practice address – Not monitored, not safe. MH explained that we have online access which is more secure and is monitored and can be actioned quickly.

LW – Raised the issue of texting back - HP explained that texting is only one way unless GP wants one response from the pt.

GBe – Posters in surgery and local pharmacy would be good way to communicate with pts. The table discussed under Service Configuration would be ideal to include on a poster

BA – Happy to post things on local Facebook groups to assist in communicating to wider groups. BA added that there is the Library HUB we can use and also the Holt Park Neighbourhood sign across the road. LR was also happy to distribute to local group notice boards if that would help.

DP Mentioned that the chemist David Hawkins would be happy to help. There is also a board close to the Surgery

MH – Action – will compile a local notice distribution list, both paper and on line.

4. AOB

- GBe gave feedback on attendance at Leeds CCG PPG group, HFS PPG appear ahead of the game in restarting activity, many surgeries haven't
- GBe advised a citywide PPG conference is to take place, online on 22 October 2020 and details will be circulated to all members when available, who are welcome to attend
- GBe confirmed upcoming meeting dates
 - Full Meetings 17 Nov 11:00, 12 Jan 11:00 Both on Zoom, all attendees agreed the times
 - Sub Group Meetings 13 Oct 16:00, 15 Dec 16:00 on ZoomThe sub group meeting will revisit the Action Plan (last seen early 2020)
- GBe and LW raised using Zoom and Microsoft Teams for future meetings, MH will liaise with CCG for progress on transfer to Teams
- GBe thanked everyone for attending, and asked MH to pass on thanks to the surgery staff for their efforts over the last 6 months

The meeting closed at 12.16pm