

Stoke Road Surgery

Patient Participation Group

AGM and PPG Zoom Meeting Weds 3rd March 2021 6:00pm

AGM

Present:

Maggie Morris (Chair) MM	Ian White IW
Peggy Dyer (Vice Chair) PD	Lynne Jackson LJ
John Coopey (Treasurer) JC	Anne Ayrton AA
Marie Brain MB	Nia Morgan NM
Dr. Chin Whybrew CW	Dr. Vivien Smellie VS
Amanda Elliott AE	Dr. Tim Hardwick TH
Dr. Cathy Archibald CA	Lester Pygott LP
Jenny Crowston (Minutes)	

Apologies: Rose Rawlings (Secretary) **RR**, Peter Badham **PB**, **Ali Hopton AH**

Retirement of Current Officers and Election for 2021

All current officers were agreeable to serving another year and were duly proposed, seconded and voted in. MM and the other officers were thanked for their work and support during 2020.

Treasurer's Report for 2020

There was no movement of funds during 2020 and therefore £773.63 remains in the account.

Chairman's Report for 2020

- The last AGM was held on March 4th 2020. This turned out to be a turning point that none of us could ever have imagined.
- Since then there have been 2 meetings in MM's garden and 2 virtual meetings as a group.
- We discussed plans for the opening of the Listening Table and the health event to be held in the library during the Street fair in June. Also discussed was the annual patient questionnaire and meetings with the PCN the CCG and the National conference.
- We tentatively asked if it was ok to go ahead with the Sunday Tea in March and were assured it was and it did! Subsequently of course everything was cancelled as the impact of the virus took hold.
- During this last year we have met with the surgery virtually 3 times and had 4 meetings of PPG members.
- We designed and distributed a PPG leaflet and a list of questions about how the surgery was working. These were handed out at the flu clinics in September/October.
- When we realised that the teas were no longer able to continue, we set up a system of telephone buddies which has and still is working well. We have contact with 15 members of the group. There have been 2 deaths during this time. There is interest being shown from patients wanting to join the group.
- It has been somewhat frustrating for us not to have been more help to the surgery during this time but we have tried to spread the word about not phoning the surgery and at least 2 of the committee have helped at the Fire Station and 2 have been turned down due to an excess of volunteers.

- The surgery has kept us up to date with how the vaccine programme is working and some of us have watched Sarah's contributions on Facebook.

We are looking forward to a more fruitful year.

Practice Report for 2020

- The Surgery has functioned with closed and locked doors since March 2020.
The Reception window works very well for patients to communicate without entering the building.
- The Disabled parking bays are used for Doctors' appointments, and the previously allocated Doctors' parking bays are used for Nurses' appointments.
- Flu vaccinations usually run at 2,200 between September and March, but this Winter, between September and December they have already achieved 2,500.
- The building operates in 3 zones: Reception/Doctors/Nurses. The meeting room is also utilised for administration.
- There is plenty of provision for PPE, antibacterial wipes and sanitiser throughout the building.
- During the whole year, there has been some self-isolation amongst staff, but no confirmed Covid cases. There have been some cases among patients.
- During the last 12 months, many ways have been developed to help patients interact with the Surgery. There has been a Government drive to promote digital means of contact. All staff have risen to the challenges. Many contacts are achieved via video, email, text messaging, and the website. E-consult being a part of this.
- In addition to this, Doctors and Nurses are seeing patients face-to-face in the Surgery following triaged contact with the Practice. One benefit of this is that a lot of time has been saved, where previously there were wasted appointments.
- Blood tests can be arranged by phone and video appointments are helpful to the hard-of-hearing and those who cannot wear face masks.
- Having 'Zoom' meetings has made it easier for Doctors to attend.

Stoke Road Surgery

Patient Participation Group

Minutes of PPG Meeting virtual on 3 March 2021 at 6.30pm

Present: Maggie Morris (Chair) **MM** Ian White **IW**
Peggy Dyer (Vice Chair) **PD** Lynne Jackson **LJ**
John Coopey (Treasurer) **JC** Anne Ayrton **AA**
Marie Brain **MB** Morgan **NM**
Dr. Chin Whybrew **CW** Dr. Vivien Smellie **VS**
Amanda Elliott **AE** Dr. Tim Hardwick **TH**
Dr. Cathy Archibald **CA** Lester Pygott **LP**
Jenny Crowston (Minutes)

Apologies: Rose Rawlings (Secretary) **RR** Ali Hopton **AH** Peter Badham **PB**

1. Matters Arising from Meeting on 2nd Dec. 2020

There were no matters arising.

2. Vaccination Questions from Patients – with answers

- **Are things on target for the second vaccine and when will they hear?** Yes, very much so. Because the second vaccines due to come through now are Pfizer, which has to be used within 3 days of delivery, and we only get a week's notice of what deliveries will be coming, it is impossible to book them more than 10 days in advance. But we have been assured of a large increase in vaccine deliveries in the coming weeks.
- **Are many people refusing the vaccine?** Not many at all. We don't have the exact numbers at the moment because some people may just have out-of-date phone numbers, but most people who do not reply to text messages do book vaccines when phoned.
- **Why are some European countries sceptical about the AstraZeneca vaccine in the over 65s?** This was due to small numbers of older people catching Covid in the early trials. More trials are being done, but even analysing the real world data it is clear that both vaccines have had a huge impact on hospitalisations amongst the vaccinated people.
- **Are all housebound patients now vaccinated?** We have done 2 rounds of housebound vaccines (plus the nursing home as another round) so far. We have vaccinated all the housebound people we are aware of at each go. However, some have been in hospital at the time we went out, and more make themselves known as time goes by, so there will be an ongoing programme to vaccinate people at home as time goes by. Because the vials contain 10 doses, we have to wait until we have 10 people to vaccinate. We are doing this jointly with other surgeries, to share vials between us.
- **Do we have a register of patients with learning disabilities?** We do indeed. The register covers people with moderate to severe LD, who benefit from annual health checks and flu vaccines as well. But there is also a list of people with mild to moderate LD, who are also eligible for the covid vaccination, without being eligible for the formal LD register.

- **When will the 50 plus age group be called?** Towards the end of this week, (1st March) we will be finishing invitations to at risk 16-64 year olds, and moving on to the 60 – 65 year olds. As things stand, we hope to finish the over 50s by 12th April (if all deliveries come as planned).
- **Do you hope to eventually bring the programme' in house'?** It is unlikely that the whole programme will be brought in house until all the Pfizer (and Moderna) vaccines purchased by the government have been used up because they are not suitable for administration in GP surgeries (due to logistical storage issues). If we get the opportunity to deliver in- house we would jump at it, and it is certainly possible that we will need to do annual boosters every year, like flu jabs, in which case it would make sense to do it in- house. But we are only able to do what the government says we can do...
- **MM** asked for a 'road map' going forward. **CW** said they need to be cautious. At present, patients are pleased to wait in their cars. The Practice will continue with phone calls first. Given time, there may be options to change, and they will remain as flexible as possible.

PB reported to the meeting that he was achieving 200 vaccinations per day at his pharmacy in the village.

3. Listening Table

- **PD** reported that there were enough volunteers to start this twice a month for half a day. This is obviously not possible at present. We may approach the Library to set up there in the Summer.
- **TH** suggested possibly setting up a table on the 'patio' area by the reception doors. There was some discussion about this, one being erecting a gazebo when needed.
- There was also some discussion about renaming the 'Listening Table' to something else.

4. Mental Health and Facebook

MM suggested that the PPG could provide something in leaflet form to post on Facebook which would inform and support Patients seeking help. Maybe a list of providers etc. This was generally thought a good idea and **MM** was invited to submit something to the Practice so be added to their Facebook page.

5. Telephone Buddies

MM reported that this had been going well. There were currently 15 people receiving telephone support. Good relationships had been forged during the last year. Unfortunately, 2 of the members had died this year. Interest was being shown by new people to join the group.

6. Newsletter

MM had attended a County-wide meeting where they discussed practice newsletters, and input from Surgeries. She asked if it would be helpful for us to produce a newsletter to include items such as Covid questions; 'spotlight' on staff members etc.

TH said that they used to produce one quarterly, in house by Cathy. There were issues like information being out of date before it was distributed. There was a need to produce a minimum of 500 copies for a 'run'. It was very time-consuming, gathering the information for content, although enjoyable. Each one covered 4 sides of A4 paper.

It was concluded that it may be possible to produce one digitally, to be read from the Surgery website.

7. Website

MM asked about updating the PPG information currently on the Surgery website. **LP** explained that the website is not managed in house, but it can be updated as frequently as is necessary by forwarding the request to **LP** who would be happy to pass it on.

8. PCN (Primary Care Network)

Nick House is the Business Manager for this group of 5 Surgeries. They have recently been prominent in organising the vaccine programme. They oversee employment of staff and finances and network with local pharmacies. The chairs of all 5 practices had been invited to a meeting with Nick House this coming Friday.

9. The National Association of PPGs have been excellent at sharing information on the new Forum on its website

10. New Patients

MM asked if there was anything the PPG could do to reach new patients. Possibly an invite to make contact with the group. **CW** was anxious that specifically those who were hearing impaired, deaf or blind could miss out on feedback. **CW** said that patients are encouraged to register on-line. It would be possible to place a generic notice on the Facebook page, and if new patients responded and were volunteering their contact details, then that would be fine.

11. Any Other Business

- **PD asked about the role of the Business Manager mentioned (in 8 above).** The Manager was appointed by the Surgeries themselves to coordinate where it was beneficial. The 5 Surgeries still operate individually. The current set up works very well and staff see it as a positive role. **PD** expressed concern about 'being packaged prior to the Government opening it to private bids. This was a concern, but not on the agenda as yet.
- **Mental Health Gardens.** **MM** has been making tentative enquiries to see if it may be possible to set one up.

12. Date of Next Meeting

26th May 2021

The meeting closed at 7:05pm