LITTLE WALTHAM AND GREAT NOTLEY SURGERIES

PATIENT PARTICIPATION GROUP

MEMBER OF THE NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION (NAPP)

Email: lw.gnpatientgroup@gmail.com

|  |  |
| --- | --- |
|  | Action |
| PPG meeting on Wednesday 25 November 2020 – 2.00pm ZOOM meeting**1)****Apologies** Barry Crawford, Sue Duke, Ken Game, & Libby HillIn attendance: Victoria Weavers, Helen Mallender, John Oates, Jo Le Huquet, Roy Perry, Roger Smith, Beverley Lampitt, Siobhan Bull & Anne Johnson (potential new member).Non attendee: Julie WaltonVW thanked everyone for attending or sending apologiesThe meeting was opened with a brief chat from Hazel Throssell who is a new Social Prescriber for the Primary Care Network. HT used to work for Carers First. Social prescribing is a holistic way of working alongside the medical approach. HT started the new role at the beginning of lockdown so she has been calling shielding & elderly patients across the hub to check their welfare. Ensuring they had access to things like shopping and getting their medication. She hopes to be able, once lockdown is over or if we move to a lower tier to inform patients of local community groups they can attend for company, art classes and exercise classes. HT also works closely with Essex Wellbeing, alongside Social Care & Housing Associations.In this role you need to listen to the patient, to what their needs are. Things are not made easier at the moment as HT is unable to get out in the community. GP’s, Nurse Practitioners or Reception can refer to HT, as well as other outside agencies such as Social Care.BL said we were lucky to have a Social Prescriber within the Primary Care Network.AJ said she worked with Essex Recovery Foundation and asked if HT can help patients with any mental health issues. HT replied that she has basic first aid mental health training so can help with mild issues but that she can refer on. 95% of the patients she had spoken to were lonely.RS suggested advertising HT role in the local parish magazines.HM said something could also go in the Pleshey magazine. Asked if HT could write a very small piece for the publications?VW asked if patients call reception can they be triaged to HT. HT said yes they could.It was discussed that the biggest hurdle at the moment is the restrictions with seeing patients.VW also helps with Essex Befriending Service and was now making a lot of phone calls due to lockdown.RS suggested a small (6 line template) from HT then it could be shared amongst the village publications.**2)** Review of the minutes of the meeting on 19.08.2020All ok**3)****Arrangements for the Open/AGM meeting on 27.01.2021**Information has been sent to Parish magazines to advertise the meeting.VW cannot access the PPG email, RS has said what he remembers the password to be and VW has messaged Paul Leaman is case it was previously changed.VW & BL to discussThe format for the OPEN meeting was discussedIt will be a ZOOM meeting.We may ask HT to give a brief 5/10 minute chat outlining her role.HM suggested asking a Primary Care Network Physio to speak.We will ask Michelle the PCN Health & Wellbeing Advisor.Thought about asking Dr Williams with regard to ear micro suction. This is a payable service we offer via the Pharmacy. The cost is £45 which is very competitive. PR commented that he took his mum to CLICK ear services and paid £85.We will hold the OPEN meeting first followed by the AGM to vote and elect members.PPG members will advertise all details via parish publications.The surgery will put it on the website.**4)****New members**Anne Johnson attended as a potential new member – to be elected at the next Open/AGM meeting.**5)****Practice Matters – Bev Lampitt**BL spoke about the new staff for the Primary Care Network:Michelle the Health and Wellbeing AdvisorDaiva is another Clinical Pharmacist along with Riana.We will be recruiting a new Health Care Assistant.Ruby one of our Health Care Assistants is currently shielding.Paula Borg is a new Receptionist.BL mentioned that we have been experiencing an extraordinarily high volume of calls. A lot of this is due to the media regarding flu vaccines and COVID 19 vaccines. Therefore calls are taking so much longer to answer.BL said the surgery has never closed its doors during the pandemic, like many practices have. We have a call monitoring system we are checking so we can see for example, if we have received say 300 calls, how many of those have been answered.The flu clinics were very successful using the appointment/time system. We had a separate entrance and exit and many patients commented on how well run it was. We may continue to adopt this approach with future flu clinics.There has been a particularly good uptake for the over 65’s entitled but sadly it is the ‘at risk under 65s’ that have not had a good uptake. We are continuing to contact these patients via calls and texts.VW has also had excellent feedback re the flu clinics.We were given the directive from the Government and Clinical Commissioning Group on 23.11.2020; that we will receive flu vaccines for the 50-64 cohorts that are entitled, as per the government guidelines. This should arrive next week sometime. It was announced on morning television the same day, which could be a contributing factor to the phone lines being so busy.With regard to COVID 19 vaccines we receive weekly, if not daily, changes. The Pfizer one has to be kept at -70 degrees and can only be delivered to one Primary Care Network site (Boreham) We would get 975 between the PCN’s. Then it has to be transported so would defrost and it has to be given within 5 days. Therefore if we received it on a Friday we would have to vaccinate by Monday. There are other vaccines now being developed that are more cost effective with less storage issues. So these may be better. We are still awaiting guidance and once we have more details we will contact patients.Unfortunately our new Health & Wellbeing Advisor had her catalytic converter taken from her car at the far end of the staff car park. As the car park is in constant use, we’ve informed staff to be wary.We will be trialling a new system ACCRUX. This should help with telephone triage for the GP’s. Photos can be sent and also emails to a mobile phone.HM did mention that many Pleshey villagers had said to her how difficult and frustrating it was to get through on the phones. She asked whether a message be left saying when all the appointments had gone. BL mentioned how all surgeries are experiencing the same issues. We wouldn’t like to leave a message as calls could be missed.We will put a message on the website to offer an explanation.VW asked whether the queries were regarding flu/ COVID vaccinations. BL replied that and also general enquiries. Every patient that calls requesting to speak to a doctor gets a returned phone call and a face to face appointment if necessary. VW said how lucky our patients are as everyone receives such a good service from the surgery. HM said if someone was trying unsuccessfully to call with a poorly child that was a concern. BL reminded members that in this situation if an emergency 111 or 999 should be called. BL advised ACCRUX will help with issuing medical certificates.Another reason the phone lines are busier is that we have removed online booking during the pandemic.RS had a question regarding COVID vaccines. BL advised that care homes and front line workers will be the priority. As we have no other clear guidance yet we can’t comment. The updates change daily.VW & RS asked if the PPG could offer any help. BL said if we need future help we may ask perhaps with manning the doors and taking temperatures. HM the practice has always been so good; it’s frustrating that it can’t be accessed as before.VW asked if we are monitoring Did Not Attends. BL said we do still get some but mostly if the doctor has a phone call. They will only try 3 times and if there is no reply that would be classed as a Did Not Attend.BL reminded the members to remind patients if they felt it was an emergency to call 111 or 999 if the phone lines were continuously busy. **6)** **Newsletter**HM suggested an e newsletter perhaps for patients. Also it is mentioned in local parish publications. BL suggested a point regarding cancelling appointments. Patients can call out of surgery hours to cancel appointments and leave a message. This is detailed on the website.JO concerned that some more elderly patients were not familiar with technology and therefore unable to access certain information. They would however be able to read the village magazines to be informed.VW/JO/JLeH/RS to hold a subcommittee meeting to discuss publication. **7)** **Mid Essex Clinical Commissioning Group** VW has attended 2 meetings since the last PPG meeting. Waiting lists, maintaining services etc were discussed. Contact VW if you wish to know more.**8)****Any other matters**JO asked if we knew the impact that COVID 19 has had. Unfortunately we don’t.VW mentioned worryingly there were patients who may suffer from long term COVID issues with their health i.e. fatigue, memory loss.JO showed concern that hospitals are unable to currently treat other demanding health issues.**9)****Dates for 2021 meetings**Dates for the next meetings:27.01.2021 – OPEN/AGM via ZOOM– 7pm 31.03.2021 – 2pm ZOOM S Bull02.12.2020 |  |