

PPG Meeting Minutes

7th October 2021



Attendees: JW, SH, SK, KS, PS, PC, GB, MH, AB

1. Brief introductions

- SF (retiring Practice Manager) joined for the start of the meeting to speak to the group. She has been involved with the PPG from the start and has thoroughly enjoyed being a part of its development. She is keen for the PPG to continue its good work and wished the group further success. She also thanked members KS & PC for their help in the vaccination clinics.
- MH (new Practice Manager) introductions

2. Ratify previous meeting's minutes/matters arising

- **Previous minutes** - minutes ratified by the group
- **New members** - AB has emailed clinicians for any ideas re potential new members
- **NAPP members feedback** – deferred to next meeting. **AB to set members up with own logins to review at the next meeting**
- **Data sharing-update (SH)** – SH did a webinar with UK Biobank on this. The initiative has been put back indefinitely by the government in order that they can review and better inform the public. The power of patient lobbying forced this to be postponed. Fireclay to communicate with patients when re-launched.
- **Pharmacy update (SH)** – SH met with SL (Practice Pharmacist) to discuss process for patients when requesting a prescription. In summary, the whole process is not straightforward. Well St George are currently advising a 10 day lead time for repeat medication, although group members advised the whole process normally takes 1 week from start to finish. **AB to set up a meeting with SH & Well St George**

3. Patient feedback (governance bulletin)

- Emailed to members with agenda – no feedback

4. Appointment system/clinical services

- **GP appointments** – Fireclay continue to offer urgent care phone calls with f2f appointments the same day (bookable by the GP), routine phone calls with f2f appointments bookable by the GP. Embargoed appointments are released on a daily basis to ensure a continuous flow of appointments. In addition to this, a pilot has been running since September which is currently in place for afternoon appointments with the following changes:
 - Timed GP telephone consultations
 - GP telephone consultations bookable online
 - More f2f appointments (41% of total GP appts)
 - GP f2f appointments can now be booked by reception in certain circumstancesThis will be reviewed to assess whether to continue and if any changes are needed.
- **Online bookable appointments** – members agreed that booking online was useful and most have booked appointments online. This service was put on hold during the covid pandemic but is being re-introduced with GP telephone consultations and flu vaccinations now bookable online. The group agreed that cervical screening (smear tests) would be a good cohort of appointments to add next. **AB to organise booking of smears online**

5. PPG items

- **Terms of reference review** – the group were happy for JW & SH to continue in their current roles. TOR all agreed apart from the section on the quorum. ***JW & AB to propose new terms for this***
- **PPG interface with practice staff** – the group agreed that a pre-meeting with the Practice Manager, Operations Manager, Chair & Deputy Chair of the group was beneficial and should continue. The purpose of this meeting is to discuss potential agenda items and obtain any background information prior to the meeting itself so that the meeting can be more focussed.
- **Healthwatch meetings feedback** – JW has attended 2 meetings since the last PPG meeting and will continue to attend. The item on the next agenda is ‘how and what do PPGs communicate with patients’

6. Practice item

- **Covid-19/Flu vaccinations (MH)** – deliveries of flu vaccines have affected the flu clinics but we are now underway with these. Flu vaccs for over 65s will be given in mass vaccination clinics as per covid vaccination clinics at Lodgeside. Covid mass vaccination clinics to start on 29.10.21 with immunosuppressed patients as priority. Special ‘housebound’ clinic to be set up for those who may be able to attend with a relative/carer as not enough capacity to visit all housebound patients. Covid & flu vaccs can be given together but a conscious decision made not to do this due to delivery issues. Housebound patients and care homes will be offered covid booster and flu vacc at the same time. ***GB asked whether covid booster, flu & pneumo vacc can be given together – AB to clarify***
- **Staffing update (MH)** – several new staff employed since last meeting:
 - 4 new receptionists – currently buddy training
 - Zero hours HCA – to carry out visits to housebound patients for annual blood test, blood pressure, height, weight etc
 - Pharmacy Technician – to support Practice pharmacists
 - Urgent care nurse (to support triage & Minor Illness appts) – starting Nov 2021
 - Long term condition (LTC) nurse – starting Jan 2022
 - PCN Care Coordinator (non-clinical) – to be recruited
- **Long COVID update** – GPs can refer patients with any unusual symptoms 3 months post-covid to the post-covid assessment clinic (symptoms usually resolve within 3 months). Bloods are taken before referral. The waiting list is currently around 12 weeks and self-care advice is given in the meantime.

7. AOB

- CCGs to be absorbed into ICSs – powerpoint presentation to come from Healthwatch. Add to future agenda items.

8. Future agenda items

- CCGs to be absorbed into ICSs
- Feedback from members on NAPP

9. Next meeting date

- Thursday 20th January 2022 18:00 (members voted to continue meetings via Zoom)