

Minutes of the VSG PPG (by Zoom), held on 17 November 2020 at 6.30pm

Present:

Esther Sadler-Williams (Chair), Clare Marsh (Vice Chair), Terri Hull (Secretary), Trevor Ferrigno, David Hughes, Denise Chilton, Anne Dawson, Sheila Caddy, Sheila Sheen, Suzy Leaman, Ian Waddington, Iain Cameron, John Roberts, Nikki Roseblade, Mags Roseblade

Apologies

Gillian Jones

1. Approval of PPG (Wider Group) Minutes and Minutes of AGM of 20 October 2020

The PPG (Wider Group) Minutes and AGM Minutes of 20 October 2020 were approved.

2. Matters Arising

Covered elsewhere in this Meeting but a reminder to populate the 'FAQs' to the Website (Nikki).

3. Update from the Rural Alliance Chairs

Esther reported that of potential interest to us was talk of a £300,000 Primary Care Network (PCN) Development Fund. Discussion took place regarding the process for application. Nikki googled the available funding whilst we were in the Zoom Mtg and would forward the link to Esther. If any other members of the group had ideas, then please forward them to Esther.

Esther also made comment on a presentation by Charlotte Fisher, Clinical Commissioning Group (CCG), regarding links between the Care Community and PPGs – Esther thought the presentation lacked clarity since the purpose/focus was unclear. The initial response has obviously been COVID-19 centric and a Care Community would need to be headed up by a GP – Esther advised to simply watch this space since it was unclear with what they would be tasked.

Discussion took place on Clinical Pharmacists and the recruitment of Pharmacy Technicians. Esther queried the role of the latter. Trevor confirmed that their role was 'project work' but emphasised that in the middle of a pandemic, we should be more usefully using our time and that this be postponed until April 2021. Pharmacy Technicians, of course, are cheaper but they cannot prescribe (albeit that they might with medicines project work, for example, save the NHS monies).

The advantages of a Social Prescriber were discussed i.e. helping those that fall between medical and social help in the current climate. Confirmed that we are advertising for +1 Social Prescriber.

Physio services were mentioned as a positive and were well received.

Confirmed that an IT individual (Chris) to start and to be based in Bunbury – role to focus on IT for PCN which will lift the load from Nikki.

4. CCG Document – Engaging with Patients and PPGs

Consideration of the circulated document took place. David felt that parts of the document were 'stealthy' (particularly page 3 i.e. Tips and Tricks). It was noted that our 2020 Flu Vaccination Programme had been well received. Ian Waddington made comment re: Brightlife and it was advised that we would be recruiting soon since our link was moving to Wrexham. Supported the need for clear, concise communication as a priority and perhaps some work on 'analytics' since we must ensure that we are fully inclusive in our approach.

5. Survey Team – plans?

The Survey Team (Mags, Suzy, Ian and Sheila) met in the preceding week to add and/or tweak the survey questions. Sheila requested from Trevor a date for the survey release – Trevor confirmed that it should be ready for Spring 2021. To incorporate what patients still want, it was stressed that there must be 'option choices' since there is no desire for 'free text'.

Discussion took place on mental health and the available provisions and whether there was sufficient signposting other than inhouse on the VSG Website. John raised 'community' issues and the link re: abuse and community stress. Suzy questioned whether there was sufficient awareness of the 'Crisis Team'? It was also stated that the NHS 111 Webinar attended by Mags and Esther should have an impact on the questions.

6. Newsletter

Work Outstanding – the Spotlight on the Clinical Pharmacist – Iram Malik – Clare advised that she was holding this until 2021 as a positive and lengthy good news story.

Clare has a comprehensive list of available topics for 'Wednesday Wisdom' – suggestions below but Clare will circulate a list to members.

Phlebotomy Appointments – patients need to be 'educated'/encouraged that blood tests can be routinely and more efficiently undertaken in the 1829 Building at the Countess of Chester Hospital – by appointment only.

Spotlight on Gill McCallum – Advance Nurse Practitioner – specialising in Diabetes and Asthma.

Social Prescribing

Positivity of Telephone Appts. Showcasing how telephone clinics have been so successful. Lots of video consultations – Gill Woodhead.

Agreed that Wednesday Wisdom will be emailed to patients as well as appear on Facebook and the Website.

7. Possible Covid-19 Vaccination Plan

Trevor advised that all vaccines would have to pass regulatory scrutiny. He confirmed that few details were yet known on potential delivery and that he will keep us updated but that the news is positive.

8. Patient Access

Trevor to forward latest stats but deemed to be a major success, due to the work of both the PPG and as a response to Covid-19. That success is measured by the numbers who have also taken up the Flu Vaccine.

Currently 67% uptake.

From the recent push ...

45% have activated it and are using it

25% >70 now online and are using it.

Acknowledging this success, Trevor agreed that we do not need to now visit this monthly and that we now re-examine the stats and usage next year.

There was discussion about the 'Comments Box' on the Patient Access and whether to look at a trial re-introduction.

9. Updates

Trevor reported a trial of video/speaker phone at the doors of the practice, advising that other practices do this. This should make staff feel safer, less vulnerable, and less exposed to abuse. A priority must be to protect VSG staff.

The issue regarding inclement weather – resolved and there is the possibility to sit inside if patients have no car in which to wait – minor numbers and minor uptake.

Confirmation that carpets have now been removed in all patient areas and replaced by vinyl.

Contracted to have Tattenhall practice painted between now and the end of March 2021 + reception /lobby at Farndon practice.

Filing cabinets have now been removed – everything digitised.

Trevor advised that we are changing our telephone provider in January – will massively increase the number of lines.

Will still not be possible to send text messages for apt reminders as this utilises a different system.

Some staff are using video link for consultations. Agreed that these should be included in future stats reports

Another Advanced Nurse Practitioner to start – has been interviewed by Trevor/Kate/Dr Siddorn/Gillian McCullen – phased start.

10. AOB – no matters.

- The status of NHS 111 being used to book A&E appointments was briefly discussed. The 'Go live' date of 24 November for Chester was believed to still be valid.

Next Meeting - 15 December 2020 at 6.30pm - Festive feel - Jumpers and/or hats!