

Minutes of the VSG Wider Group PPG Zoom Meeting,

Tuesday 20 October, 2020

Present:

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

Guest: Iram Malik (Clinical Pharmacist)

1. Welcome and Introduction

The Chair welcomed everyone to the VSG PPG Zoom Meeting, not least Iram Malik, our new Clinical Pharmacist.

Apologies:

Wendy Bell, Jan Fereday Smith

2. Minutes:

The Minutes of the September 'Teams' Meeting held on Tuesday 15 September 2020 were approved.

Matters Arising

There were no matters arising.

3. Update from Rural Alliance Chairs Meeting

Esther confirmed that no meeting of the Rural Alliance had taken place in September but that the Rural Alliance Chairs had continued to meet monthly; beginning to establish Zoom meetings between themselves. Whilst Esther had raised the question of abuse to staff, this was generally not experienced elsewhere. Bunbury had experienced a couple of instances, but other practices were not reporting this.

New PPG chair in Kelsall – Carline Stein.

Denise raised the issue of 'coaching teams' and that in 'action learning' sessions, aggression had been seen across the system and was sweeping through boundaries. This was a national picture.

There was agreement that abuse is not to be tolerated and telephone calls would be terminated immediately.

4. Introduction to the Role of the Clinical Pharmacist – Iram Malik

Iram gave a detailed presentation on her background, having worked in GP Practices and then as a prescriber trainee. There were many insights into her clinical role in working as an integral member of the primary care team, relieving the workload of the providers and of the issues/queries raised. Iram consults with patients regarding their medical reviews and management/prescribing for long term conditions such as

hypertension, diabetes, asthma etc. She reported that there were medicine queries on a day-to-day basis and Iram can also manage the audit for general practices, thereby increasing efficiencies. Her role in a practice is varied, and she reported that there has been positive feedback in speaking to carers.

It was raised as to whether patients could routinely book appointments with the Clinical Pharmacist through Patient Access. It was advised that best route was to ring the surgery because reception staff can see Iram's diary and populate it. Similarly, if patients were going into hospital, thereby requiring reviews and follow ups – Iram can again be booked.

Iram confirmed that she has had an increasing workload, given the pandemic. Common themes were outlined such as repeat prescriptions and drug management/adherence, alongside general queries. Iram raised that contraceptive queries were not being seen because individuals were not coming in for their reviews.

The positive impact of Iram's work was welcomed and it was unanimously agreed to have a 'Spotlight Feature on our Clinical Pharmacist' (as undertaken previously with our Chemists etc) so as to enlighten patients on 'hub' developments.

Trevor confirmed that a 10-week extension to Iram's contract had been agreed.

5. Nikki Roseblade – Dissertation – Improving our Quality of Service for Patients of VSG during the Covid-19 Pandemic

Nikki gave an excellent PowerPoint presentation on her completed dissertation findings. Of the 379 responses, 72% comprised females and 28% males.

It was agreed that the findings need to be shared with the patient population; 'summary selective' in supporting the bigger picture of the messages that we are taking forward and that the survey then represents an excellent back-up to this.

Nikki was congratulated and wished every success in her dissertation results.

6. Newsletter

Other than the Spotlight feature on our Clinical Pharmacist mentioned above – it was agreed that Clare and Nikki would oversee 'Wednesday Wisdom' features and the quarterly online newsletter content at this point.

7. Flu Clinics Update

The Flu Clinic held in Tattenhall was a huge success (in the light of the COVID-19-secure regulations) and everyone had been in good spirits. Thanks were extended to all who had marshalled patients etc. 422 patients at Tattenhall had been vaccinated. Building on this success, the Farndon Flu Clinic was to follow - It was confirmed that patients could 'cross the border' for health matters.

8. Covid-19 Second Spike

Trevor alerted everyone to the CWaC data which populates numbers of cases in the parishes. Cases remain low thankfully. It was felt that secondary care would bear the brunt and seek to keep capacity.

9. Patient Access

Trevor had circulated current data on uptake before the meeting. The practice is delighted with the uptake (66%) and continues to monitor any technical problems. It was agreed that the VSG and PPG should continue to promote this and that ***the VSG Website could include a 'FAQ Section' relating to this area – Action Nikki to set up.***

10. Updates/News from the Practice

Trevor reported:

- Staff Abuse – already discussed above
- 'The VSG/PPG leaflet' is now on the Website and has been well received
- All children <11 years of age have a Proxy with their mother (assuming she has Patient Access)
- An increased number of older patients have Proxy – because of the >70 years of age letter that was circulated
- Upgrades planned to both Surgeries– new couches for Tattenhall and no carpets in either location for the future

Esther raised the issue of individuals being called to see clinicians (albeit a small number) during inclement weather and there being nowhere for them to shelter if they were unable to wait in a car outside. ***It was felt that the numbers were limited however that the issue would be investigated. Action Trevor***

11. Any Other Business

- Esther advised on the proposals for the Millbrook Nature Park and that the VSG/PPG support this initiative in the context of inclusivity, mindfulness and well-being.
- Reminder re purchasing 100 club numbers
- Surgery is supporting Tattenhall 'Selfie with and Elfie' Christmas trail
- The suggested dates for Meetings 2020/21 (circulated previously) approved.
- Esther advised that she would circulate separate information regarding an NHS 111 Webinar which was to take place on Friday 23 October.
- Trevor made comment on Covid spin off, potential mental health issues and suicides and the need to go to A&E in such extreme cases since the practice cannot treat individuals exhibiting suicidal tendencies.

Next Meeting

17 November, Zoom, 6.30pm– PPG Committee