

Minutes of the Village Surgeries Group PPG, Tuesday, 18 August 2020

Zoom Meeting, 6.30pm

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

Apologies: Nigel Mitton, Paul Plummer

Welcome and Introduction of New Individuals to Wider Team– Helen Whittle , Jan Fereday Smith, Stephen Hornby and Wendy Bell

Approval of Minutes: The Minutes of the Zoom Meeting held on 21 July 2020 were approved.

Matters Arising: To be covered in Agenda

Newsletter – Summary of New Approach/Future Topics:

Extensive discussion re: merits of continuing quarterly Newsletter in hardcopy format during pandemic. The expectations regarding the 'new normal' discussed and agreed that the digital format has greater resonance because of its immediacy and that information needs to be communicated more regularly because of rapid change. This does not prohibit information being printed in the Parish News Magazines, My Village News and/or on Tattenhall Online etc.

Questioned whether we reached all members of our patient list digitally – was thought that 90-95% targeted and reached – **Trevor/Nikki will confirm this.**

Possible future topics/gobbets raised and/or carried over from last meeting – defibrillator in Tattenhall; we are not an A&E; first-hand experience of a temporary resident; understanding 111; extended hours; zero tolerance; the work of our Social Prescriber during the lockdown; first hand experiences (pre/during/post and ensuring balance) e.g. the nurse who is a convert of the digital age; expectations of what the 'new normal' is and managing these; 'open for business' (we have never shut!); mandatory triage; specific groups that have still been managed e.g. child immunisations/annual reviews; acceptance that 'normal' will never be what it was but that Covid can be a catalyst for change.

'Wednesday Wisdom' discussed as a weekly snapshot/bitesize piece will be emailed to all patients – Suzy raised whether we should use the 1918 Flu Pandemic mask-wearing image which is in current circulation as a possible feature. Logo for this needed - **Nikki**

It was also raised as to whether we can support those that are <16 since we do not have their emails.

Discussion/Topics:

Flu Clinics – Nikki reported that these are confirmed and booked for the month of October at Farndon Community Centre and Tattenhall Barbour Institute. The exact details/dates/Covid protocols will be circulated by Nikki before the end of next week (*to copy Terri for Tattenhall Online*). Nikki requested help with marshalling on the days in question. Currently, Flu Clinics will be available to +65 and those who fall within the remit of requiring a vaccine. The proposals by the Government to roll Flu Vaccines out for those between the ages of 50-64 still awaited.

'New Normal' for Consultations - to remain 'as is' – mandatory triage until further notice

'Proxy' for Patients – Trevor/Nikki to revisit those patients who have not responded to the 'over 70' letters regarding Patient Access and possible requests for permissions that a son/daughter be given proxy for those individuals. This is a high-profile issue (particularly currently) since elderly patients do not give those permissions sufficiently early. It was noted that Gifford Lea Retirement Village has yet to respond regarding the contacts that have been made with them regarding their patient profile needs.

Covid-19 – Second Spike – Agreed that the PPG support the practice and that the current protocols remain. Trevor stated that a Second Spike was more likely to affect Secondary rather than Primary Care (possibly because this may occur at same time as managing seasonal Flu).

Updates/News from the Practice:

Patient Access Stats:

- 23% of patients who are >70 now have Patient Access
- Currently 62.9% of all Patients are now on Patient Access
- In total, 67% of registered patients are using our online services

Clinical Pharmacist:

Fantastic and exciting news and of greater benefit for all – a Clinical Pharmacist will begin a 12-week slot (exact numbers of sessions to be confirmed) with our PCN (Primary Care Network). These clinical pharmacists are located remotely (Essex and Hull) and patients will be able to book consultations directly with them. Discussion of specifics re: Holt – will apply to Holt – and individual personal medicinal requirement concerns. Esther reported that she intends to invite one of these Clinical Pharmacists to a future meeting in September or October (*this is of huge benefit to our patients and might be a further topic for 'Wednesday Wisdom' – for new members, we*

have previously and regularly invited practitioners to our meetings e.g. Social Prescribers etc.)

Staffing:

1 GP off sick and 2 members of staff on long-term sick leave

Zero Tolerance:

Regrettably, 1 patient expelled for offensive language/behaviour – an 8-day removal comes into place. Without doubt, there has been an increased intolerance on the part of a small minority of patients and our front-line staff, whilst resilient, are having to draw on that resilience. Denise (*in terms of her role in coaching practitioners*) highlighted the 'cloak of entitlement' element of anger which has sprung up nationally (in part grieving for what has been lost). This is not a problem which is unique to the NHS/VSG but is more widespread nationally and John highlighted how this has become more obvious as a product of digitisation.

Any Other Business:

From Zoom to Teams - Our next meeting will likely migrate from Zoom to Teams – Esther will advise in due course.

RA Primary Network Meetings – as reported previously, Esther reminded everyone that the rotation was currently in place and that she would report in due course following the next meeting. There is a general acceptance that we are regarded to an exemplar of best practice as a PPG (*praise indeed*).

Dates of Next Meetings:

As on the Agenda

- Committee (Steering Group) – 15 September 2020
- AGM and Wider Group – 20 October 2020
- Thereafter – the Wider Group will meet every 3 months (January/April/July/October).