

## **Notes of Village Surgeries Group Patient Participation Group Meeting 6.30pm on 15/09/20 via Microsoft 'Teams'**

**Present:** Esther Sadler-Williams (Chair), Clare Marsh, Denise Chilton, Mags Roseblade, Nikki Roseblade, Ian Cameron, Suzie Leaman, Gill Jones, Nigel Mitton, Ian Waddington, David Hughes, John Roberts, Sheila Sheen

**Apologies** Trevor Ferrigno, Terri Hull, Paul Plummer, Sheila Caddy

**1. Welcome** Esther welcomed everyone

**2. Approval of notes from Meeting 18/08/20**

The notes were agreed as a true and accurate record of the meeting.

**3. Matters arising from Meeting 18/08/20** There was one matter arising:

- a. **'Digital Reach'** was confirmed that 51% of all patients can be reached by email. Around one third of the remaining (49%) is under 16 and would be counted with their parents/guardian which increased overall reach to around 70%. We have over 600 followers on Facebook. This is considerably higher than other PPGs locally.

**4. Feedback from Rural Alliance Chairs Meeting 25/08/20**

Now known as the "Primary Care Network", the following of note had been discussed:

- a. Cheshire & Wirral Partnership (CWP) were redesigning their Mental Health services. This would take 2 to 3 years and the re-design group would be willing to take input from PPGs.
- b. Rural Alliance PPGs had made comment mainly around flu clinics. The suggestion that the six practices could collaborate was welcomed in principle but ruled out in practice mainly due to data protection concerns. There was also discussion around the sufficiency of the supply of vaccine.

- c. Tarporley War Memorial Hospital had taken steps to create a COVID secure environment and were able to restart a number of clinics.
- d. Health Watch delivered an input that was very strategic but offered little practical illumination.
- e. A clinical pharmacist service was up and running in all six practices, provided by three full time members of staff. Feedback had been very favourable. At present the service could not be accessed via 'Patient Access' but it was hoped that this would be possible in due course.

**5. Newsletter**      The following was explained or discussed:

- a. The next 'Wednesday Wisdom' will cover the Clinical Pharmacist service
- b. We would look to put together a slightly larger newsletter. In particular we would push the ways to identify the difference between cold/flu and COVID-19 symptoms. **(Action Mags)**
- c. Denise agreed to write an item about building resilience. **(Action Denise)**

**6. Flu clinics**      The following was explained or discussed:

- a. An 'Over 65' appointment clinic was scheduled for 22/09/20 and had filled all 200 places. Further clinics will become available on 24 and 25/09/20 (from 1.30- 5.30pm) Details on the website.
- b. Other Saturday no appointment 'walk in' clinics are planned for October with two already scheduled on Sat 17/10/20 (Tattenhall- Barbour Institute) and 24/10/20 (Farndon-Community Club) between 9 and 3. If anyone is able to help with marshalling at these clinics please can they let Nikki know. These clinics are for over 65's, any patient at risk or those shielding. **(Action Esther and Nikki to co-ordinate)**  
Over 50's will be invited later in the year but can get vaccinated via pharmacies
- c. Facebook is the best place for up to date information on flu clinics

**7. Annual General Meeting (AGM) 20/10/20**      The following was explained:

- a. The purpose of the meeting was to review the year and elect PPG Officers (Chair etc) for the next year.
- b. Esther will prepare a report for the AGM and we will need to advertise the officer appointments.

- c. Once the AGM was completed we would hold our usual meeting, to which the Clinical Pharmacist has been invited to present.

**8. Dissertation survey** Nikki updated as follows:

- a. All data had been gathered from 379 patient responses - above the 363 necessary for a statistically significant sample. She was now in the final phase of discussion to confirm findings.
- b. It would be possible to provide data and to summarise in a presentation at the October meeting. **(Action Nikki)**
- c. The results include an assessment of the telephone consultation process that had been implemented during COVID-19
- d. Further thought needs to be given as to how to share findings with the wider patient population.

**9. Patient Access** The following was explained:

- a. 694 letters to over 70s had added 158 patients to the system.
- b. Of 8545 patients in total 5598 were now on Patient Access.
- c. 250 patients had been added in the last month.
- d. Of the remaining patients, as many as 1500 are under 11 and are or could only be registered as proxy patients to their parent/guardian.
- e. It was clear from the Rural Alliance/Primary Care Network meeting that our position with in excess of 65% of patients registered is far ahead of the other practices. This is a significant rise from approx. the 20% on patient access in Spring 2018

**10. Updates from the practice**

- a. With funding for postage now ending, Welsh patients will have to collect their prescriptions from surgeries rather than receive them in the post.
- b. They will be advised of this by phone, posts on Facebook and a message on Patient Access.

**11. Any Other Business**

- a. Some members of the '100 Club' that do not have an 'auto renewal' will need to buy their numbers by the end of October.

b. **It was agreed that:** having tried 'Teams' for this meeting we would revert to 'Zoom' for the AGM and meeting on 20/10/20. Denise kindly offered the use of her business zoom account for this purpose.

## **12. Date of next meeting**

The time/date of our next meeting was agreed as: Tuesday 20/10/20 at 6.30pm via ZOOM.

The meeting concluded at 7.35pm