

## Minutes of the VSG PPG via Zoom, Tuesday 17<sup>th</sup> August 2021

**Present:** Clare Marsh (Chair, in absence of Esther Sadler Williams), Sheila Caddy, Trevor Ferrigno, Nikki Roseblade, Ian Cameron, Gill Jones, Jan Fereday-Smith and Mags Roseblade

1. **Apologies:** Esther Sadler-Williams, Terri Hull, Suzy Leaman, Ian Waddington, Anne Dawson, Denise Chilton, Stephen Hornsby.  
Stephen Hornsby has resigned from the PPG committee and he was thanked by the chair and all present for his contribution.
2. **Approval of Minutes of last meeting:** approved by all.
3. **Survey Team:** Agreed this topic is still on hold until September or October.
4. **Newsletter:** This is in draft format and ready for last minute editing. Flu clinic details to be added. This edition will be four pages and will go out in digital format, as previously agreed.
- 5.
6. **Updates from the Practice:**
  - a) Clare reported that abusive calls are now being logged and on the worst day there were five. The reception staff have taken part in some resilience workshops and have found them to be very helpful in dealing with difficult calls.
  - b) 'New Normal' is seeing patients in the surgery (as has happened throughout Covid) but only if they are wearing a mask. A handful have objected but have understood this is a NHS decision in healthcare settings despite the dropping of mandatory mask wearing in England.
  - c) Trevor reported there had been one written complaint about A&E waiting time. Also, an abusive caller had rung back on the following day to sincerely apologise for her outburst so, at a receptionist's request, this was not followed up with a written warning.
7. **Update on Vaccinations:**
  - a) The VSG is not continuing with GP led clinics. The CCG will disseminate information as it becomes known. The next cohort for Covid vaccinations is 16-17 year olds and 12- 15year olds with underlying health conditions or living with someone who is immunocompromised. These people will be able to choose from a list of GP Clinics offering a service. It is thought that City Walls Practice is likely to be the closest for VSG patients.
  - b) Patients vaccinated in Wales but with an English GP now see their status recorded in their notes and it is accessible for Covid passports.
  - c) Covid booster information is slow to filter through to practices from the CCG but current instructions are that these will be given 6 months after 2<sup>nd</sup> vaccination and will be administered via the designated GP led clinics, as mentioned above. The VSG will share information with the PPG as it becomes available.
  - d) Flu clinics: These are planned for the first two weekends of October initially and will be held in the practices with timed, booked appointments. Pharmacies will

have deliveries of vaccines before GP surgeries and will also administer to patients in a booked clinic scenario. There is a financial loss to the VSG for the patients choosing to be vaccinated at a pharmacy but the reality is that with approximately 4000 patients eligible it will be necessary that they aren't all attending the GP premises.

- e) Weight management letters going out to patients: It is recognised that one of the biggest risk factors with covid is obesity. Patients will be asked when phoning in to the surgery if they are happy to give staff updated height/weight (they CAN opt out) so these letters target the appropriate people. They will be invited to make an appointment with an HCA who will signpost patients to help available locally, e.g. slimming clubs, running clubs, gyms etc. Many of these will be offered under Social Prescribing. The reception staff requesting patient information will follow a scripted dialogue and will give an outline of why the information is necessary.
  - f) Trevor has sent the PPG members a video and a poster about minor ailments with which a patient might present that will formally be referred to a pharmacist if that patient rings to request a surgery appointment. This will be logged in their notes that they've been offered this service and it will be up to them if they choose to ignore the advice. This will aid the NHS in planning of services as an audit trail of requests and attendances will be available.
  - g) A new service to be offered to VSG patients is a 'Lumps and Bumps' appointment. Each GP clinic will have two appointments (meaning up to 12 in a day that can be used to specifically book patients who call with a lump or bump that needs to be seen before referral (if necessary). This is in recognition of the distress some patients are suffering when finding a lump and being unable to book appointments for weeks in advance.
  - h) Changes in the North West Ambulance service mean that the average wait for a 999 call is 3 hours.
  - i) Covid prevalence today (17.8.21) is 256/100,000 in CWaC . There are 9 positive covid testing patients in the CoCH and 2 in ICU.
8. How to make the most of 10 minute appointments. Ian Waddington has done some research into this and distributed his findings. It was agreed that it would be discussed at a future meeting as the attendance tonight was only eight.

**Date of Next Meeting: Tuesday 21<sup>st</sup> September.**