

## The Meads Patients' Participation Group



Minutes of the PPG Committee meeting held on Tuesday 11<sup>th</sup> May 2021 via Zoom from 12 noon to 1pm.

**Present:** Peter Griggs (Chairman), Merrill Plowman (Secretary), Ian Muldoon (Treasurer), Carolyn Muldoon and Caroline Penman.

Also in attendance: Charlotte Luck (Practice Manager), Dr Andrew Duckworth, Chrissy Montgomery (Reception Supervisor) and Gabriella Paterson-Griggs (Minute taker)

**Apologies:** Jenny Eadon (Deputy Chairman)

### Minutes of the Last Meeting

The minutes of the meeting held on 11<sup>th</sup> November 2020 were agreed as a correct record.

### Matters Arising

*Sussex MSK Partnership* – It was confirmed that appointments can be booked by the surgery directly with a first contact practitioner who currently operate from the Meads on a Friday afternoon (will increase to all day on a Friday in a couple of weeks). A First Practice Practitioner (PCP) is a qualified physiotherapist whose role is to make a clinical assessment of the patient in respect of any bone, joints or muscle problems and if required refer them on to the appropriate service. It is not their role to provide physiotherapy treatment at these appointments.

### Practice Report

CL reported on the following items:

*Covid Vaccination Clinics:* The Meads is firmly on the map and has been commended for its work on the Covid Vaccination Programme (CVP) having been mentioned in the House of Commons twice as well as receiving two visits from the local MP, Nus Ghani who has been very supportive. Good Morning Britain and BBC South East Today both filmed at the surgery on its first day of vaccinating and also came back for return visits. Other visits included Emily Lawson, the Operations Lead of the England CVP who included the Meads in her first visits out to sites.

The Practice, along with the PCN Clinical Director, Dr Ragu Rajan, were asked to take a team to Selsey to assist with clinics there.

The Greater Wealden Primary Care Network (PCN) of which the Meads is part of has, to date, delivered 37,000 vaccinations. This is a tremendous effort by all of the local surgeries involved – Bird-in-Eye, Buxted, Herstmonceux, Heathfield, Meads and Mid Downs. The Meads is the hub site for the covid vaccination programme, which means when delivering Pfizer vaccines teams from local surgeries attend the Meads building to deliver the vaccine to their own patients. All Oxford Astra Zeneca vaccines are able to be delivered from surgeries' own premises.

The clinics have been supported by at least 60 volunteers who have been marshalling the car parks for each vaccination clinic taking place. CL thanked all the volunteers who are from all the local surgeries and also gave special thanks to Peter and Gabbi Griggs who have coordinated the rotas and liaised with T R Fastenings etc.

CL explained that although the spotlight has been on the CVP the practice staff, many of whom have volunteered to work extra hours including bank holidays and weekends (some for free), have been doing an amazing job continuing their day jobs to a continued high standard despite the huge workload pressures.

In respect of the expected autumn covid vaccine boosters it was explained that these are likely to be for cohorts 1-4 which is approx. 2500 patients. Further information is awaited from NHS England.

The number of clinics has now generally reduced with evening appointments being offered in the evenings for those in cohort 10.

Patients have been kept up to date on the clinics etc by Facebook and the practice's website which has been welcomed. Social media will continue to be used to raise awareness of relevant national campaigns.

*NHS App:* It was noted that from 17 May 2021 everyone should be able to see their covid vaccinations and that the practice will not be able to send letters confirming vaccination status.

*Staffing:* With the increased admin and growth in demand, additional clerical support has been introduced. An existing member of staff has been promoted to a supervisor and two new clerical positions have been filled.

One of the paramedics recently left and a recruitment process is currently underway to replace them. An additional nurse will also be sought as the practice is increasing the number of annual reviews carried out for those patients with long term conditions. An existing clerical team member who is also a trained phlebotomist is also increasing her clinic time and learning additional HCA duties.

The practice has received a large number of offerings from the patients during the pandemic as well as letters and cards. These have been a huge inspiration to the team.

*Appointments:* Unfortunately there have been a number of patients not attending their diabetic checkups. This is a loss of 40 minutes clinical time where up to 4 other patients for each missed diabetic appointment could have been seen.

*Flu Clinics:* These are to be held on Saturday 11 September and Sunday 10 October for the over 65 year groups and will follow the same format as the covid vaccination clinics. It will be possible for patients to book into these from early July. There will be additional flu clinics for the other eligible groups once confirmation of the delivery of the vaccine is received.

*CQC:* It was noted that the practice is due an inspection imminently.

## **Treasurer's Report**

Nothing to report

## **Covid Vaccination Clinics**

The PPG members stated that in their opinion the Meads was second to none in the way that the CVP had been implemented and sent a huge thanks to all the staff. Patients had received a superb service and had been very complimentary both in person and on social media.

*Volunteer Marshals and Car Parking:* PG explained that there would be a change to the overflow parking arrangements going forward. Due to there being fewer volunteers available during the day the overflow car park will be at T R Fastenings on Saturdays and during the week the Town Council has allowed the surgery to use the car park at the West Park Pavilion.

*Quiet and Evening Sessions:* These have been put on at the larger hubs. AD explained that at the Meads rather than have dedicated sessions those that have needed additional support (eg, dementia patients or those with special needs) have been identified and grouped together so that home visits can be carried out where appropriate. All patients who have needed a longer appointment time for their vaccine have received this.

## **Booster Vaccination Programme**

See Practice Report above

## **PPG Committee Vacancies**

PG explained that there were two vacancies on the PPG Committee. It was agreed that the volunteers be approached to see if any who were Meads patients would be interested in joining and those that were to be invited to the AGM in July.

**Action: The volunteers be contacted to see if any interested (PJG)**

Various ways of promoting the work of the PPG were discussed and it was agreed that post covid the newsletter could be available in hard copy at the surgery.

*Patient Survey:* CL reported that there would be another patient survey being carried out later in the year and this could be used to gather additional email address for the newsletter circulation. It was noted that a sub-group to agree the questions would be set up at the appropriate time.

### **Appointments – Telephone vs Face to Face**

It was explained that all appointments (other than for Nurses and HCAs) are telephone in the first instance and then if the clinician feels they need to see the patient they are invited into the surgery. It is also possible for the patients to send in photos of rashes, moles etc for the clinician to view during the telephone appointment.

It was noted that the Meads had continued with face to face appointments, where required, throughout the pandemic and had also kept the reception doors open.

### **NAPP Update**

MP confirmed that the NAPP membership had been renewed and encouraged all the PPG members to sign up to the new forum called 'Very Connect' which includes a range of very useful information on it. It was noted that the practice and up to 10 committee members are able to access the forum.

### **Any Other Business**

*Public Liability Insurance:* PG reported that this had been extended for three months by the insurance company and was now due for renewal on 30 June 2021.

*NHS website reviews:* PG asked whether it would be possible for the practice to reply to the reviews left on the NHS website about the practice so that the patient knew their comments had been seen. CL agreed to action this.

**Action: reviews left on the NHS website about the practice be acknowledged (CL)**

*Newsletter:* PG reported that he had continued to circulate the newsletter on a monthly basis and any contributions were very welcome.

**Action: Items for the newsletter to be sent to Peter Griggs (All)**

### **Date of next meeting**

It was agreed that the next meeting be held in July along with the AGM