

Barwell & Hollycoft Quarterly PPG Meeting 01/09/2022

Location: Teams 1230-1330

Attendees: Alan Plumpton, Linda Plumpton, Abbie Hinsley (Integrated Care Co-ordination Leicestershire County Council), Sarah G, Luci G, Kerry Jarvis (Integrated Care Co-ordination Leicestershire County Council), Sasha Owen, Kerry Smith (Senior social prescribing link worker), Amber Porter (Health & Wellbeing Coach Fosseway PCN), Linda Rawlings, Tracey Underwood, Derek Marvin

1. Welcome
2. Apologies for any absences - [Jason Smith](#), [Suzie T](#), [Di Beste \(social prescriber\)](#), [Louise Lock \(social prescriber\)](#), [Sian Sykes \(PCN Care Coordinator\)](#), [Linda Pegg](#), [Harry Chesterton](#), [Roy Illstone](#), [Linda Coyle](#)
3. Terms of agreement – [Sent 23/03/2022](#)
4. Appointing a new PPG Chair/ vice chair / secretary
5. Flu clinic Dates
6. [Hinckley Crisis Café](#) – Kerry Smith chair
7. Any Other Business, including topics introduced by the chair/group
8. Date of next meeting: TBC

If you are unable to attend please contact:

Luci – luci.garratt@nhs.net

Minutes:

SG – At present we do not run our PPG as committee as makes it very formal, SG has changed Terms to say it will be open to all patients at every meeting. If becomes large meeting we can take to AGM. Any objections? Start as open then maybe move to committee?

SG – Linda Rawling's wanting to help being chair, wants to promote chair and recruit. Any disagreements or anyone else wanting to 'put hat in the ring'. – All in agreement for Linda to be chair

SG – Flu clinics and Covid to be combine, had inspections which were approved. We will be lead practice so all vaccines will come to Barwell Medical Centre. We will run essentially how we ran at Hinckley Leisure Centre

LPlu – Will existing flu appointments be offered their Covid?

SG - IF the NHS deliver on the vaccines, then yes any existing flu apps that are eligible for their Covid vaccine will receive a SMS advising them. We have been given 5 weeks to deliver housebound and care home patients. We are not allowed to drop any services to allow

clinicians time to vaccinate and we will be vaccinating alongside day-to-day work. Staff have been doubled up so we can input Covid vaccine information on the day of the clinic

LR – Had some struggles booking flu appointment online, anyone else?

AP – Couldn't enter DOB on system online

SG – Any struggles booking, call the Surgery, if there is a queue then enter the queue system

AP – Other services for Flu, HLC not available for flu vaccines. Try and go through Surgery but if unable to then Pharmacies will accommodate

SG – If unofficial carer, this can be brought up at Reception and we can code this and change eligibility

TU – If not coded then to inform their Surgery

AP – Thank-you for Barwell Medical for facilitating hosting the Covid vaccines

KS – Congratulate TU on award for Carers awarded 1 of 70, get 16th Sept.

- Crisis Café - Methodist Church Hinckley, safe space is a drop-in clinic. Weds pm up to 1830. Link sent with PPG agenda for today. Anyone struggling with mental health. Peer support and 1-1 support. Will get hard copies. Available for 18-64 year olds, provided by Turning Point. Those younger in education should get support through different channels. Event Hinckley and Bosworth 01/10 looking advice for staying warm and well in winter.

AOB: Ever growing staff, intro

Amber Porter – just started as Health and Wellbeing coach for Fosseway PCN, receiving referrals from pts, anyone struggling and want someone to talk to. To be set up shortly, apps booked in this week. Any more info. Will remote but will pop in to intro

Kerry Jarvis – Team leader care co-ordinator social care,

Abbie Hinsley Care Co-Ordinator for PCN, put care in place before those in home go into crisis. Help to not admit to hosp.

AP – Sit on boards – PPG Forum, Clinical Commissioning Group CCG now ICB integrated Care Board, working with NHS and services. Main points to come out were ICB is made up of Leicester, Leicestershire and Rutland LLR. Open meeting to talk about Primary Care 08/09 2pm Leicestershire Cricket Club. Any issues with Surgery. Alan happy to receive emails regarding this, has asked if this has the opportunity to be virtual – not available for 08/09.

Discussed face-to-face appointments now greater pre Covid. Concern not being able to get appointment. Those not adding comments for appointments 'get an app at the GP' and 'get an appointment with the GP'. GP are ever growing with additional staff – this may be discussed at Cricket Club. Need to be able to use Pharmacist, ANP, etc. We need more info/publicity for other services available. Barwell has now gone to a cloud-based telephone system. New system allows call back system. More phone lines available.

SG - The computer holds the place. No choosing who is next to call, the system will record all calls coming into practice. Call recording turned off for confidentiality reasons. Unlimited lines. We have full control over message. Message easily changeable, including from phones. Another difference is we have merged Barwell and Hollycroft, the call will go through to the next available person whether they are Barwell or Hollycroft.

SO – New patient, good feedback, call the surgery and someone answers. Experience has been amazing. Calls Surgery and Reception have notes about what is going on. Good different than previous Surgery.

AP – We work as part of Primary Care Network PCN, Fosseway has around 50,000 patients. Surgeries working together, have individual specialities. Good work at Hinckley Leisure Centre now Barwell will keep up standard. Drive-through Covid vaccines has been successful, especially those who suffer with anxiety.

- Hinckley will hopefully have updated facilities to provide better services i.e., Endoscopy unit however paperwork is still going through and what services are going to be available and which site.
- Emergency Care LRI, waiting time for Ambulance – aware of problem. Unscheduled care hub piloted, take person before admitted to Hospital. 50% call outs get treated by East Midlands Ambulance Service EMAS at home – unsure of where they will be and how they will work.

LR – Wants to sort out newsletter with help with practice, views for what we should be focusing on.

- How to improve patient participation
- Suggest topics for PPG meet to focus on, Linda to share email address (linda@rawlings.me.uk) to share info.

SG – Build update both sites.

- Further to the update given at the previous meeting we are hopeful that we will have good news soon
- The NHS have given approval for a higher rent
- The contractor is holding the price until 16 September

- With regards to the increased costs, the loan proposal is with the bank's underwriters and is being actively considered. We hope to have a response within the next week
- If this loan is approved the last piece of the jigsaw is interest rates. Unlike a personal mortgage where you get a loan offer which is valid for 30 days, the bank will not fix an interest rate until the day we sign the loan agreement so we won't know if we can afford the loan repayments until the day we sign the loan
- We are planning to fix our loan costs for a long period, but if the interest rates keep going up before we sign then this may scupper the build
- Everything "should" come together in the next 3 weeks. If we don't then the building costs or interest rates will go up and the scheme will be scrapped. Build in the mix for 15 years

AP – What is the earliest this will start?

SG – Demolition takes 15 weeks but then as long as this is sorted, all system go. 12 months would be fabulous, likely 14-16 months. Everyone is ready to go. Builders not raised price even though not confirmed. Apollo on side, building might want to impress Apollo. Original builders went bust. This is a new builder, price upped £300,000-500,000 so had to go back to secure extra funding.

Actions:

Linda Rawlings going forward will be chair

LG – email dates for flu clinics, talk about PPG, give out leaflets, help with crowd

LG – Put Crisis Café on website

KS – send info on keeping warm in winter

LG – send out info on health and wellbeing coach