Minutes of Whitwick Patients Participation Group Thurs. 6th August 2020

Held using Zoom Technology

Next Meeting November 5th 2020 (subject to agreement)

1. Present: Lou Carter, Sarah Chalmers, Roy Hill, Michael Kirkman, Jenny Toal, Sarah Storer, Karin Siddals, Paul Siddals, Ray Woodward.

Apologies: Celia Foskett, Bob Reddington, Kay and Ken Hayward

It was noted that Geoff Wilson and Vivian Hammond have changed Practices and therefore resigned.

1. The notes of the last meeting held on January 23rd were accepted.
2. Matters arising: The following had been completed.

 KS to write a further article for Community Voice about the use of the Practice Nurse.

PS to correct typos, remove reference to an Integrated Locality team and re-issue the PPG Objectives

SC to put the last two sets of minutes on the website.

SC to publicize electronic prescriptions to ensure patients understand

the new process and reasons for change.

JT has sent the survey report to Sarah but it is yet to be actioned by the Practice. ACTION – SC to put on to the website

SS has looked at the NHS website, has talked to Hospice Hope and made links with Macmillan re fundraising. Nothing planned at present.

1. Practice News:

 Everyone at the surgery has stayed well and healthy with full clinics taking place with the nurse. The Partners have been telephone triaging and bringing patients into the surgery afterwards if necessary and holding video consultations. SC confirmed there have been 199 Covid-19 tests carried out of which 39 (1.!% of the patient population) were positive. 2 Deaths are known about.

 CQC have not proceeded with their inspection but have asked Practices how they are coping with Covid-19.

 The practice needs to advertise the potential use of Engage on-line (devised by the CCG without consultation) as only four people have used it so far. The practice was using AccurEX quite successfully until the CCG unilaterally moved to Engage Consult, which is not user-friendly for patients. Few of our patients have actually used it. Other practices have the same problem of patient engagement on this. It is hoped that the CCG can be persuaded to go back to the improved version AccurEX which is being continuously improved

 The PPG has input to the proposed Practice PPG Policy and it now has to go back to staff for comment. ACTION – SC to consult with the Practice

 There has been a 35% increase in telephone traffic and some patients have had difficulty getting through to the surgery. Caroline has consulted the ‘experts’ and a solution may mean having more telephone lines and or a new queuing system. The issue of telephone traffic is seen as a significant issue that the Practice must address.

 Patients who have a hearing impairment can use text messaging or Engage consult.

 The concern of new conditions getting missed by telephone consultations was raised. The clinicians carry out full checks as they would in a face-to-face consultation and are finding that photographs work very well. The practice will call back at specific times if patients require this, due to work or other constrains. The practice, however, felt that cancer patients were all being adequately cared for.

 Planning for the flu vaccine programme for 50-60 year olds is in progress. It is likely these may be delayed due to lack of vaccines being on order. Different locations being examined although somewhere within the practice is favoured because of the facilities for dealing with bad reactions. It is expected that the programme will start on 7th September with the more vulnerable (over 60’s) and then the remainder will follow on.

 Difficulties with prescriptions had been brought up by CF. SC discussed this with our pharmacist. There was no specific answer to the problem, because the name(s) of the patient was not known. It sounded as if the patient(s) did not realise that the system has changed, and that it is no longer allowed to order medication via the pharmacy. Patients have been advised of this when they have changed their pharmacy.

 The practice is re-commencing routine medical checks but this will be difficult because of the need to replace protective equipment after each patient and time needed to clean the room.

1. CCG contacts. It was noted that the PPG had received information from the CCG and been represented at virtual meeting although not at the coffee morning.
2. LC had represented the PPG at an NHS webinar called ‘Driving a Greener NHS”. She had summarized the main points indicating how the NHS was going ‘greener’ and had sent the report to the Practice for comment. It seems that the webinar was not being truthful as the Practice had been unable to get NHS Properties to address issues such as overheating or recycling. Perhaps this supports the need for our own building.

ACTION LC to email the course organizer about the failure of NHS Property to follow their own guidance.

1. Any other Business.

JT and RW acknowledged the benefits of people being able to access the countryside during the lockdown.

MK thanked KS for the Community Voice articles but noted that some people do not receive the publication regularly. ACTION KS to issue the website link where all issues can be seen.

JT asked if the patient survey was to be repeated and if so, in what form? ACTION All to consider and comment.

LC asked about progress with becoming a Dementia Friendly Practice. Inevitably Covid-19 has delayed this. LC suggested we might start by registering and then training the receptionists. The Practice had agreed in principle. ACTION SC to register the practice and progress the scheme.

8. Date of next meeting – 5th November at 2pm. Location or Zoom information all to be confirmed.