Minutes of Whitwick Patients Participation Group **Thursday January 14th 2021** using Zoom

Next meeting April 22nd 2021 at 2pm.

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

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

1. **Annual General Meeting:** Paul gave a summary of the various meetings that had or had not taken place. Despite Covid, the PPG had continued to meet via zoom starting on the 6th August with a good attendance.

Paul Siddals was re-elected as Chair. Roy Hill was re-elected as Secretary. Sarah Storer was elected as Minute Secretary.

A quorum of 5 members including the Chair when available was agreed, if less than 5 members are present at a meeting it can still go ahead but no decisions can be made. **Action: Roy to amend terms of reference and email to PPG members**

1. **Notes of the last meeting** held on November 5th were accepted subject to the correction of item 9 to read “agreed” not “greed”.
2. **Matter arising:** Paul emailed the surgery to thank them on behalf of the PPG. The practice is currently receiving calls from several frustrated patients who are unhappy with the confused messages from NHS England, and complaining to the practice. **Action: Karin will write an article for the Community Voice on the effect of Covid on primary care and vaccination.** Other matters arising are on the agenda.

**Practice News:** Today saw the first delivery of 3150 vaccines in NWL and vaccinations will start tomorrow at the hub in Measham. Sarah C explained the very difficult logistics of ordering, receiving the vaccines, then booking and vaccinating. In 3 weeks, vaccines will be available to start vaccinating in care homes. This work will be shared with Drs Patel & Tailor. **Action: Sarah C to e-mail members information regarding the replacement practice pharmacist, use of social prescriber and recruitment of receptionists.**

Managing non-Covid health issues had been carrying on as normal up to last week, but now vaccine related issues are taking up a massive amount of time and resources as staff are involved in organising and giving vaccines. This has resulted in a Government directive to postpone routine appointments that can medically wait. Patients with urgent needs will still be able to make appointments. Although morale is holding up, staff are becoming mentally and physically tired with the constant daily changes. **Action: Paul to email practice and Federation to express thanks and full PPG support.**

1. **Telephone limitations:** The practice is currently looking at using a cloud based system to ease the current issue of only having 1 line for incoming and outgoing calls and 1 dedicated line for outgoing calls.

They will also be looking at setting up an e-mail system for patients to use to contact the surgery, but with only 2 receptionists there is not currently someone available to be constantly responding to e-mails. The preferred primary contact at present is still by phone, but with the development of the Accurex software, 2 way communication via text and video will become more beneficial for patients.

Sarah C remarked on the success of the Practice Facebook page after putting up hints and tips regarding the Covid vaccines. Receiving 1200 hits after 3 hours showed that this is a positive way of getting some messages across to patients.

1. **Greening the NHS:** It was agreed that a dedicated meeting be arranged to discuss this at a later date. **Action: Lou to write to Gareth Goddard to arrange a meeting later in the year.**
2. **Hospice Hope** now has a Long Covid Support Group. Sarah C was asked if she knew how much Long Covid exists within the patients at the surgery. She had noticed that patients are ringing up for continued sick notes due to not being ready to return to work after having Covid.
3. **AOB:** Mike asked about the frequency of DNA’s during this time. Sarah C reported that it is still happening, but more now with unanswered telephone consultations because there are fewer face-to-face appointments.

Jenny thanked Sarah for giving such a detailed insight into the vaccine process. **Action: Sarah C to put this on facebook and emailing out a copy to members.**

Sarah C informed the meeting that signs have been put up in the entrance to the surgery for both practices, informing the public that for the safety of everyone, patients should only come inside if they have an appointment.

1. **Date of next meeting** - 22nd April 2021