

NOTES FROM ST MARGARETS PPG (by Zoom) – 19th March 2021 at 12.30pm

Present: Lisa Anderson, Barbara Benedek, Sue Bond, Nigel Edwards, Heather Flint, Anne Hawkins, Dr Saini, Hilary Shenken, Zoe Smith, Ann Thomson, Harvey Woolfe.

The notes of our last meeting (via Zoom) on 27th November 2020 were acknowledged – no matters arising not covered in the agenda

Practice Issues

Dr Saini, Lisa and Zoe gave an update:

- Lisa reported that the **Covid-19 vaccination roll-out** was going well. Vaccines are being given (within the Brentworth network) at Thornbury Road Practice: St Margarets is near the top of the list of local practices for vaccine uptake: - 94% from cohort 1; 91% from Cohort 2; 88% from Cohort 3; 86% from Cohort 4; 73% from the clinically vulnerable cohort and 47% from the 50-59 age group. Practice staff have been vaccinating care home and housebound patients in their homes. Invitations for the second jab are being sent out (centrally from Thornbury Road). There seemed to be very little vaccine 'hesitancy'. There were occasional hiccups such as erratic deliveries of the vaccines to Thornbury Road and Lisa explained that the inconsistency in reported numbers of vaccinations came from a backlog in data entry. That has improved. A mass vaccination centre at Brentford Fountain Leisure Centre is due to open at the end of this month. Sue Bond asked about the incidence of side-effects. Dr Saini said that the vaccine was amazingly well tolerated with very few side effects, the most common being a sore arm; some people have mild flu-like symptoms for a day or two. Dr Saini added that every single member of staff had been vaccinated. **Barbara will circulate the regular updates of the Hounslow Covid-19 Vaccination Briefing Sheet.**
- The **new practice phone system** was delivered yesterday and was due to go live on 25th March. This should make getting through to the practice a lot easier. Amongst its benefits are a call-back option when at queue number 2, and the ability to directly transfer the call to a specific member of staff (e.g. pharmacist for medication reviews).
- With regard to **hospital inpatient and outpatient referrals backlog**, Dr Saini reported that the situation was improving but that some referrals were being rejected by the hospital. If there is no action after a month or two – do contact your GP again.
- Dr Saini reported that a **full-time senior pharmacist** was now based in the practice and was helping with asthma clinics, medication reviews, repeat prescribing, and would be involved with diabetic clinics in the future.
- The practice is also taking on a **registrar with expertise in IT and social media** as part of a Quality Improvement Project with the aim of improving communication via internet platforms.

PPG members' questions and comments

- The issue of unsatisfactory **hospital discharge communications** with patients and GPs seems to be an on-going problem stretching back over many years. There was no further discussion on this topic, although the problems are being looked at elsewhere within the network and CCG.

Push Doctor

- This is an extra service which will enable more appointments to be given to patients. The appointments are by video (unfortunately not by phone) and will be like being seen by a locum GP. The Push Doctor GPs are registered and practising GPs (some of whom are GPs in practices within the CCG). All other aspects of the service provided by practices will be the same.

Update from network PPG meetings and from Hounslow/North West London CCG

- Hounslow CCG will cease to exist on 31st March and will be incorporated within a new North West London CCG from 1st April.
- Barbara reported that the local Consortium is holding a meeting on 25th March about primary care social prescribing and other Hounslow "link workers" whose role it is to provide support and information to patients and residents about services available in the community.

Any other business

- BB raised the question about how the practice will operate in future: how many face-to-face appointments vs phone and video appointments. A discussion might be useful about which patients would benefit from which type of appointment – and the feelings of the PPG.

Next meeting – Six weeks' time?