

**Reach Healthcare Patients Participation Group**  
Meeting - ON ZOOM - at 7pm on 2<sup>nd</sup> March 2021

Present:

Dr. Lall  
Ann H and Ann E – Practice Managers  
Amanda  
Carol  
Daf  
Helen  
Jeanette  
Lesley  
Lin  
Martin  
Neil  
Sue – Chair

The Chair welcomed everyone, including first time ‘zoomers’ and confirmed that as it was the free version, it would “cut off” after 40 minutes.

The PPG appreciated the huge undertaking of the covid vaccine group carried out jointly by three Primary Care Networks of Medway South (of which Reach Healthcare is part), Rochester and Strood, comprising about 130,000 patients. Particularly to Dr. Lall who is a PCN Clinical Directors. Dr. Lall was also very appreciative to members of this particular PPG for finding many potential volunteers for the clinics on social media from across the south and west of Medway and said as the criteria was strict (covid-risk wise) unfortunately not all could be accepted. Lin, present, was in the volunteer group and said all clinics were really well organised.

The PPG was told that 23,500 vaccines had so far been delivered and it was now dealing with (at the date of the meeting) cohort 6 which included carers and the clinically vulnerable 16-64 age group. There had been contention that asthmatics were not included in this group, but those decisions were not from GP practices but by the NHS vaccination board dealing with the entire country. Recently there had been two learning disability vaccine clinics assisted by LD nurses from the Kent Community Health Foundation Trust. This received special mention from the CCG as being the only one in the area so far successfully targeting that vulnerable group in a clinic.

Groups 1 – 4 which was completed, had reached 93% of the target population.

The vaccine delivery speed was probably going to be ramped up in the middle of March and possibly deliver 5,000 each week in the clinic.

There has been confusion generally about where vaccines are delivered, some in the GP-led vaccine groups, some at the hospital and some in mass vaccination centres, and confusion also where some people thought they didn’t have to book. All are legitimate venues, and all are subject to booking.

It was confirmed that, from the following week, a mass vaccination centre was to be set up in the Pentagon Centre in Chatham to save Medway residents travelling a distance.

The PPG was told that all patients who have had the first dose of vaccine must receive their second dose in the same place, (an NHSE instruction); however, from April GP practices must also start to resume their pro-active general practice work including regular reviews of various diseases and conditions. It is expected that after a year of everyone concentrating on the pandemic and because of lockdowns, there will be a multitude of issues that will need dealing with. The mass vaccination centres, therefore, will likely play a much larger part in the delivery of vaccines to Groups 7,8 and 9, going down in age to the younger adults.

Mention was made of the continued pressure and waiting time on the telephone lines, and the PCN had set up an email address where patients could deal with vaccine issues. There was concern raised that this email address may be misused, and the practice will be deciding how to pursue the promotion of this. Dr. Lall said she would share it following the meeting.

eConsult, the online consultation platform, was discussed briefly and the practice was asked if it wished the PPG to promote it more widely yet? It seems a useful alternative to accessing appointments and general advice. The practice is to review the service now it has been in place for a while, including staff capacity to ensure its continued efficiency. Currently there are about 130 patients to respond to after a weekend and 40 to 50 each day. It is easily accessed on the practice website, (which it was confirmed is constantly being updated) and also on the MyGP app. The practice will keep the PPG updated on this work. One positive thing was that due to the vaccine clinic work, many patients had updated their mobile numbers to the practice.

The Chair had recently attended a King's Fund 4 half-days 'virtual' conference, as a patient, on the "NHS and Social Care Explained". She had downloaded numerous presentations and said that she would email members for each to decide if they would like copies forwarded.

The group was told that, from experience elsewhere, its Terms of Reference really needs updating, to add more detail in the Code of Conduct section. The group agreed that the Chair should draft a new document and send round for everyone's views.

There was nothing else raised, given the time restriction of this zoom, and those present agreed that there should perhaps be another one within the next couple of months.