Minutes of The Cottons PPG Zoom Meeting held at 6.00 p.m.

on Thursday,14th January, 2021

**Present:** Sam Adams (Practice Manager), Helen Boto (HB) Chair, John Fryatt (JF) Vice Chair,

Janet Harper (JH) Secretary, Jenny Randall (JR) Treasurer, Sue Wathen (SW), Tony Boto (TB),

Veronica Howes (VH), Graham Howes (GH), Catherine Aldridge (CA), Kate Dawson (KD),

Chris Sidebottom (CS), Ann Robinson (AR), Barrie Harper (BH), Patience Brown (PB),

Gwen Cooper (GC), Mary Mannion (MM)

**Apology for Absence**: Dennis McKetty

HB welcomed everyone to the meeting and wished them a Happy New Year.

1. **Minutes of Last Meeting:**

The Minutes of the last Zoom meeting held on 5th November, 2020 were approved.

1. **Practice Manager’s Report:**

SA wished everyone a Happy New Year. The Practice list stood at 10,119 patients at the present time and there were six clinical complaints in the last quarter, all of which had been dealt with and resolved. Owing to appointments being conducted mainly by telephone DNAs were not being accurately reflected.

Friends and Family currently stood at 94% recommending the Practice and treatment as ‘Good’.

Dr. Wendy Hakeem Habeeb had joined on Tuesday (in future to be known as Dr. Wendy) and after an extremely short induction had taken on her full workload. Dr. Wendy would be at the Practice on Tuesdays, Thursdays and Fridays.

Brexit had unfortunately been the reason for a delay in the Portuguese GP from the International GP Programmejoining The Cottons.It was hoped that this doctor would be able to commence in a few months.

The pictures and photographs which had kindly been donated by patients had been put up by the new handyman, Gary, who was proving to be a good addition to the team. As patients were not generally visiting the Surgery at the present time SA said he would take a few photographs to illustrate how they had brightened up the walls.

Regarding vaccinations, in our Primary Care Network there were 9 Practices under a Clinical Director. Two of these Practices, Harborough Fields and Nene Valley, Thrapston, had been chosen to administer the Pfizer vaccination and our patients were being sent to Thrapston. This vaccination was temperamental and had to be stored at a very low temperature in a special fridge. Each phial then had to be diluted and administered within a certain period of time. It was hoped that by the end of Saturday (16th January) all over 80s who were able to attend vaccination clinics and who didn’t come into the category of being at risk from a reaction, would have been covered and the next phase would be commenced. As most people now knew, the Pfizer vaccine had been approved on the basis of the second booster injection being given 3 weeks after the first, but owing to the need to vaccinate as many people as possible and give them some protection, the Government had extended this period to within 12 weeks. People would be informed when they should attend for their second injection.

The AstraZeneca vaccine was currently being administered to Care Home residents.

TB asked for an approximate estimation of how many over 80s there were on the Practice list and how they were being selected. SA replied that there were about 400 and they were being approached alphabetically withconsideration being given to husbands and wives.

JF queried when the AstraZeneca vaccine would be available and would more centres be used to administer this vaccine. SA replied that they were hoping that the programme would be widened and in the meantime the Practice had signed up to help with staffing at Nene Valley when required. This vaccine was currently not being given to all sources to administer. JF highlighted that some patients had mobility problems and it would be better for them to receive the vaccination locally.

BH and SW reported that they had attended Nene Valley, Thrapston, that day and had received their first Pfizer vaccination. The Rotary Club had assisted with organizing parking for those arriving by car, and they both felt that the whole process had been efficient and handled extremely well.

SW reported that she knew several over 80s who had actually received their second vaccination.

SA replied that originally, when the second vaccination was to be given after 3weeks, people attending for their first vaccination had been given an appointment for their second injection. The guidelines then changed, but in order to avoid distress and confusion these second appointments for those over 80 had been honoured.

SW reported that she had been informed of a problem last week in Bedford when it was thought that the vaccine was not going to be delivered as planned and appointments had therefore been cancelled. In actual fact the vaccine did arrive and as there was a time limit on it’s use, there had been a frantic attempt to administer it to anyone who wanted it, in order to avoid waste. Next week with the Astra Zeneca product this type of problem should be eliminated

HB asked SA if there had been any feedback on the CCG Inspection which took place at the beginning of December 2020. SA replied that so far he had heard nothing, but had followed this up and hoped that in the next week or so there would be feedback.

HB was concerned about the new appointments system and the fact that within a very short time from when lines opened at 8.00 a.m., all appointments were taken and patients who really felt they needed to see a clinician were told to ‘ring back tomorrow’. Also, she had personal experience of having seen a doctor one week, who had asked her to call back at a specific time the following week, yet when she had called back, as requested, she had been told that there were no appointments to speak to a doctor available and to call back the next day at 8.00 a.m. HB felt that in an instance such as this the doctor’s request should have been documented in order to avoid this situation. SA replied that in this instance the ‘on call’ doctor should have been approached. In future he would ask that where a doctor made a request for a patient to come back to him/her at a specific time, that this would be added to the patient’s notes so that it could be seen by the Receptionist/Care Navigator. He hoped that with the new doctor joining the teamthere would be more availability of appointments.

SW asked if any more phone lines had been commissioned. SA confirmed that four new lines had been added and there were now twelve lines in operation.

1. **Report from Chair:**

HB thanked everybody who had contributed pictures and photographs to brighten up the walls of the extension.

Regarding the post of Treasurer, she had eventually managed to reach Barclays by telephone and had arranged for the necessary papers to be sent for JR and herself to sign. They had both signed the papers, but Barclays required them to attend in person to complete the procedure. At the present time and in view of the situation regarding Covid 19, neither herself nor JR wished to do this.

HB reminded SA that there was still an amount of £200 available from the Council, but this had to be allocated by 31st January 2021 or it would be lost. SA replied that at the present time he could not identify a specific item that this money could be used for and therefore TB asked if he was happy for this amount to be reallocated elsewhere. SA confirmed that he was in agreement with this.

1. **Any Other Business:**

There was no other business.

1. **Date of next Zoom Meeting:**

This was set for 6.00 p.m. on Thursday 25th March, 2021

HB thanked SA for attending the meeting despite his intense workload at the present time. She also thanked everyone for joining and urged them to obey the current rules and keep safe.

These minutes have been recorded for accuracy purposes only.