

Aylmer Lodge and Cookley PPG Wednesday 16 June 2021 via zoom.

Attended by Lisa Benton (Deputy Practice Manager standing in for Corinne) , Julia Stanfield (Chair), Alison Price (Secretary), Elaine Botfield, Barbara Pugh, Melissa Rogers, Frances Peckham, John Wilson.
Apologies : Corinne Wood (Practice Manager) , Cathryn Plain, Audrey Jones, Margaret Clilverd, Joan Kidd, Heather Fulcher, David Coultas, Carol Hinett, Keith Lawrence

1. Julia welcomed members present and especially Melissa, a new member, who is a patient at Cookley and works at Home Instead, a large domiciliary care agency where part of her role is engagement with outside organisations.

Not all members are able to access zoom so Julia and Alison do a phone round to pick up any current issues.

2. Minutes of last meeting, matters arising and proposed dates for next meeting

Minutes from the last meeting, the AGM, were approved. Actions agreed at the meeting were that Corinne discussed the lift with the Practice. This is referred to later in the meeting. Also that the constitution be revisited. This is discussed later in the report. Actions outstanding from February's PPG meeting had been to ensure that all volunteer stewards at the vaccination clinics were giving correct information about waiting times after the vaccine. One member reported that they had not been properly advised.

ACTION Lisa to check this is now in place.

Some PPG members had offered to volunteer as marshalls.

ACTION members to contact Julia if they wished to put themselves forward,

The date of the next meeting was confirmed for 2pm on Wednesday 11 August via zoom.

3. Practice Report

Lisa reported that the vaccination programme was very successful. 36,000 patients had been vaccinated at Hulme St and there were 5000 more vaccinations to be completed. The surgery are now waiting for more deliveries. There will be a break for the next few Saturdays then a 'catch up' programme and 3 large Pfizer clinics.

Staffing changes included a GP completing their training and now being available for locum work. Sister Sheila Varilone retired in May after 30yrs service at the surgery. PPG members asked for their thanks and appreciation to be passed on.

2 further Advanced Nurse Practitioners were being recruited and future planning was taking place about other retirements .

4. Patients feedback

There had been positive feedback about the new phone system, especially the new ring back system, but concerns about waiting times. ACTION Lisa to collect reports from the new phone system to help identify busy periods.

Mornings are much busier than afternoons and 5pm is a good time to phone in if the call is not an emergency. It is even possible then to get an appointment for the following day if there is capacity. Members were advised that there are still ongoing covid related staffing problems which are an additional pressure to answering the telephone. Members asked whether advice about using the phone lines could be given on the Facebook page and surgery website.

Face to face consultations and telephone consultations . Lisa said that as from June 7, many more face to face appointments were taking place. Members asked whether patients were now able to choose a face to face appointment if they wanted.

ACTION Lisa to check whether this was now in place

Some members had asked whether telephone consultations, which worked well for some patients, could be timed. This had been raised to the Practice between meetings. Lisa said that this had been addressed and timed appointments were now given.

Reasonable adjustments for patients with motorised vehicles and the lift. A discussion took place about this ongoing issue. Corinne had said that she would report back at the next meeting .

Members had suggested that one reasonable adjustment could be the purchase a self propelled wheelchair for those patients who could transfer from a motorised vehicle. This would be in addition to the assisted wheelchair available by the lift. Another suggestion was that the Practice

approached the lift manufacturer to discuss any modifications that could be made to protect it from damage. One member had seen the effective use of stainless steel buffers in other lifts. Members acknowledged that this issue also impacted on Northumberland House patients so would need joint discussion.

ACTION Lisa to speak to the Facilities Manager to ask whether a discussion had taken place with the lift manufacturer

Car park . Members had again raised concerns about people parking on the car park who were not patients, therefore causing a shortage of spaces. This has been a long standing problem and may be worse while the barrier is not in use because of covid measures. Lisa explained that the car park was also used by people who were not patients but accessed the physiotherapy service in the building or the pharmacy. Some members had previously suggested standing at the entrance wearing high vis jackets and carrying a clipboard as a deterrence. This would need to be a PPG driven exercise since the Practice would be unable to staff this.

Update on restoration of services like annual health checks and blood tests. These have now started again.

Blood tests for Cookley patients . There were no plans to reinstate these at Cookley at the moment because of health and safety and covid measures in place. Later on, it may be possible to free up a nurse to do this. Meanwhile unfortunately, Cookley patients need to attend Aylmer Lodge for blood tests, unless they are housebound when they can be carried out by a nurse at home.

Care Navigation system. This was thought an important service by the Practice because it helped navigate patients to the best option and the right service. However patients could always decline to discuss their condition with the care navigator if they preferred and some members had raised this - they did not want to discuss their health with non clinical staff.

Positive feedback about prescription service.

ACTION Lisa to pass this back to the team.

Also positive feedback about Dr Riley.

ACTION Lisa to feed this back.

5. Constitution

Julia and Alison have agreed to work on a review and revision of the Constitution and then circulate a draft to members for discussion at the next meeting. It would be helpful to look at the NAPP template. Lisa explained that the NAPP subscription had now been paid although members were still unable to access the website.

ACTION Julia to contact NAPP to ask why we can't log in now.

ACTION any members who would like to join the task and finish work on the Constitution to contact Julia.

6. Recruitment including discussion about establishing a virtual group. It was acknowledged that it was difficult to recruit at this present time. Lisa thought that it was key to have a PPG membership that reflected different conditions, expertise and experience. 2 members said that had not known the PPG existed and that maybe ways to raise awareness should be considered by advertising or promoting through different organisations. Lisa would be happy to advertise the PPG on Facebook and on the Kidderminster Connects Facebook page which has 20,000 members. The group would need to decide how to respond if there was a lot of interest . The possibility of creating a virtual group was discussed again.

7. Social get together A member unable to use zoom had offered a social get together in their garden. Everyone present was keen on this idea!

ACTION Julia to look into this.

7. AOB

Julia raised the NAPP letter expressing concerns about data sharing that Alison had circulated.

Lisa explained that because of the amount of concerns expressed about this, the introduction had been deferred until September and indeed may not happen at all.

Lisa had put links on the website and Facebook to information about this and there was an option to opt out if wanted. There are counter arguments to this and Alison will circulate an article making this case.

ACTION Lisa to circulate the form and link to complete to opt out

A member said the system for sending in photos by phone worked well.

Another member questioned the building of new houses in Cookley and the possible impact on Cookley surgery.

Date for next PPG meeting
2pm Wednesday 11 August

Alison Price 7/21