

Aylmer Lodge and Cookley PPG held  
2pm Wednesday 11th August 2021 via zoom

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

1. Julia welcomed members to the meeting and introduced Mary Payne, attending as an observer.
2. The minutes of the last meeting were approved.

Actions arising -

. Lisa had checked that volunteers at vaccination clinics were giving correct information to patients.

. Some PPG members had offered to help volunteer at vaccination clinics but this had not been needed so far.

. Lisa had sent detailed reports to Julia and Alison with data about the new phone system. As an example, on one day there had been 290 calls between 8-9am with the average waiting time being 20mins. Phone lines are much quieter after 3pm.

. Additional 'book in advance' appointments are now available but online booking is still not possible.

### 3. Practice Report.

Corinne reported that the practice continues to be under huge pressure and they are constantly 'firefighting'. In the last 2 weeks some staff had been off sick or isolating. Every department within the practice has been affected. The guidance around isolating changes on 16th but Corinne continues to be concerned about the safety of their 59 staff and risk assessing the situation. An increasing number of patients are testing positive for covid. Demands and expectations of patients have increased. Members discussed whether information could be shared on social media and the website which might help patients understand and manage their expectations. Sometimes social media coverage attracted negative comments.

Covid clinics were now open for 16-17yr olds. The majority of patients have now been double vaccinated. The clinics have been running since last December and Corinne's hope for a break in clinics in August was not realised. There was growing evidence of immunity wearing over time and patients contracting covid even after double vaccinations although usually fairly mildly.

Jo Hall, a commissioning manager, had discussed the lift with Corinne and advised that the practice had done their best in the circumstances. Repairs to the lift and walls had cost £12,000 last year. Both Northumberland House and Aylmer Lodge were making the same reasonable adjustments and seeing patients downstairs where appropriate.

Recruitment is currently underway for an advanced nurse practitioner, a health care assistant and some receptionists.

The practice had fared well in the recent GP practice survey. A member felt that the practice had done exceedingly well over the last 18mths and vaccination clinics had run efficiently and asked for their views to be passed on to staff.

Planning is now taking place for the flu clinics and covid booster programme. Logistically it is unlikely these will be given at the same time. It is hoped that flu clinics will be held in early September and covid clinics in October. It is likely that JCVI groups 1-9 will be vaccinated-those over 50, vulnerable or with underlying health conditions.

### 4. Patients feedback :

- Positive experiences of face to face appointments had been shared with PPG members.
- Current appointments. It was not known what percentage of appointments are face to face consultations and telephone consultations but Corinne assured members that there are more face to face appointments now. It is still not possible to book online appointments. Some text messages are made to patients via a secure system. Members asked Corinne to find out if timed telephone consultations could be offered. They had been told this was in place but patient experiences suggested that this was not the case.
- Update on restoration of community services like cardiac support, ear wax removal. The ear wax removal service was restored 2 months ago. External providers holding clinics at the surgery were making their own decisions around restoration of service. Patients were advised to contact the hospital to check whether other services were now operating as normal, like cardiac support.

- Cookley. It has not been possible to reopen the surgery because of difficulties around social distancing in the waiting room. The surgery understand this is difficult for patients who have to travel to Aylmer Lodge for appointments and blood tests. District nurses can visit patients who have been designated housebound by GPs .
- Car park congestion at Aylmer Lodge on covid clinic days. This continues to be an issue as Aylmer Lodge is the designated surgery for all vaccination clinics in the PCN, however the surgery do try not to book in other clinics on those days.
- Positive feedback about the efficiency of the prescription service.

5. Constitution. A draft constitution had been drawn up using templates from both NAPP and the Patients Association and then sculpted to fit our needs. This was approved . Julia informed members that she had intended to step down this year but had agreed to stay on for an extra year because of the pandemic. However she would be standing down in 2022. She would like to develop more roles in the PPG so that more members took on responsibilities eg vice chair/ shadow chair ,media lead, noticeboard admin, social coordinator. Any members interested in discussing these roles were asked to contact Julia. A vice chair who could shadow Julia for the next 12mths was particularly important.

6. Restoration of actual PPG meetings was provisionally agreed but would depend on circumstances at the time. Corrine thought it would be possible to hold hybrid meetings so that members could either attend in person or take part via zoom.

7. NAPP access. Members were asked to email Alison if they would like to access the NAPP site.

8. Training and development. A member suggested possible topics. Future items were discussed, such as a speaker on Integrated Care Systems. Perhaps a GP could come and explain how this would impact the practice. It was also decided to invite Taryn Hill to a future meeting to discuss the Social Prescribing Service.

Some members had looked at a Training and Development checklist and Corinne was asked if she could provide some demographic data which would help us better understand diversity and ethnicity needs. It was felt helpful for members to hear about the learning and outcomes from patient complaints and Corinne said that she would prepare a summary report on these annually at the AGM.

9. AOB

Virtual group. Another discussion took place about the merits or not of a virtual group. It was agreed that discussion about this would be deferred for 12mths because it was not feasible to undertake this at this time.

Julia held a successful tea party in her garden for some members and others were invited to Joan's house next week, providing a welcome opportunity to gather together socially. ( Please note: the tea party at Joan's will now be held at Julia's).

Alison Price

Dates for next meetings

2pm Wednesday 13th October in the surgery or via zoom

2pm Wednesday 15th December in the surgery or via zoom