



Grove House Partnership

Patient Group Meeting: 9th September 2020 Via Zoom

Attendees:

Syd Broxton (PPG)

Ann Turner-Culverhouse (PPG)

Harry Howard (PPG)

Joanne Cripps (BM)

Kirsty Kendrick (DOPM)

Sharon Williams (Admin)

1: Apologies

Tony Hayes (PPG)

Sharon Hearty (PPG)

Ted Rawlinson (PPG)

Terence Watkinson (PPG)

Alan Smith (PPG)

John Timms (PPG)

Carolyn Linton (PPG)

Roy Brown (PPG)

Beryl McWhan (PPG)

Deb Kelly (PPG)

John Martin (PPG)

2: Welcome Back and Catch up.

Sharon explained that some of members of the Group had wished to take part in the Zoom meeting, but for reasons such as technology it was not possible. She explained that before the next meeting via Zoom, she would work with those who needed it on a one to one basis.

Syd asked if all the GPs are working from home and if so do they have access to all the patient information, do they have computers? Joanne explained that they all have laptops that have everything they need on it such as the Clinical system. If they wish to print something, they can do so by sending it to a printer within the Reception area and Reception will then deal with it.

Joanne explained that we are still working with Total Triage First system; this means that anything that comes in for that day will be forwarded to the Duty GP, who will then divide everything across the GP team. If a request comes through from a patient of whom a particular GP is dealing with, then that request would be assigned to that GP.

The GPs are doing as much as possible via e-consult, direct text messaging, telephone calls and Video calls. They will bring a patient into the practice if they need to be examined. This is about working safely, limiting the amount of people in the building to keep both patients and staff safe through this national crisis, which looks like its heading for a second peak.

Syd explained that he has had a diabetic review via a phone call and has actually been into the Practice, he felt that it all ran smoothly and worked well. Joanne informed the Group that feedback from patients is positive and they are finding the way we are currently working quicker and preventing unnecessary trips to the Practice. Joanne explained that we do still need to monitor the entrance doors as some patients who are in the town are just dropping into the Practice. Unfortunately at present this is not possible although as soon as we can change that we will. As you can imagine we are invite more patients to the practice now for flu vaccinations and we need to manage the numbers to keep everyone as safe as possible.

Harry asked if we have gone back to the term 'Receptionists' instead of 'Care Navigators'? Anne explained that she has heard the term 'Care Navigators' more and more in other areas. Joanne informed the Group that the team are still Care Navigators and it is just something we, as a Practice, need to get our heads around instead of calling them Receptionists. They are still doing the Care Navigation as a role, advising patients in the best path to take for each situation, which is generally about getting a patient to the right service faster.

Ann asked what is currently happening with the patients who have chronic illnesses. Joanne explained that they are all still being monitored, all chronic illness reviews are still taking place via a telephone call or if the need is there such as a diabetic foot review then the patient will be brought into the Practice. The Practice still having meetings via video to monitor and discuss patients who have cancer, these meetings also involve MacMillan Nurses and District Nurses. At these meetings any actions are discussed for patients who are being reviewed.

We also have our Multidisciplinary meetings where patients, who GPs have concerns over, can be discussed. Ann had concerns regarding people such as her friend, who has been having serious falls and who may be reluctant to contact the surgery at this time when normally they would just pop into the Practice for help. She asked if there was any way of contacting or phoning such patients. Joanne explained that it would not be possible to phone all of these patients due to resources and quantity of frail patients. At the beginning of the pandemic, the Practice was asked by NHS England to phone ALL shielding patients and this took approximately 8 weeks. Ann felt that when people could simply drop into the Practice it was better and that's been taken away and isolation is becoming more apparent. We all agreed this is becoming an issue.

Joanne agreed that we are losing some contact and something is now missing from the community feel / element, but anyone can phone us and we would hope that if anyone did need us they would phone us. From all feedback most patients feel that everything is being dealt with quicker at the moment. Joanne suggested that we get some more messages out via various channels to remind people we are open and here for them.

Syd asked how the GPs are managing with all this time wise. Joanne explained that it is all being triaged by the Duty GP; they will make the decision whether something needs to be dealt with that day or if it is something that can wait a little longer as with normal appointment requests. When we first went to lockdown, barely anyone was contacting us, but then it all picked up and now has gone the opposite way and is very busy.

We do have concerns about cancer screenings and people being afraid to get in touch, but the CCG are doing a lot of promotion on this, putting out videos etc. We want people to know that if they have any concerns we are not closed and here if anyone needs to get in touch. Again we will promote the fact that we are still open.

We are still offering blood pressures, ECGs, smears etc. and INR and Baby immunisations have been ran all throughout. The Health and Improvement team are up and running, hospitals have started a lot of procedures and are getting people in again. Ann felt that Halton and Warrington hospital have been very well organised.

Ann asked about the current Covid situation in the Halton area. Joanne informed the Group that people in hospital due to Covid is still very low and we now have a new testing site in Runcorn, on the car park behind St Pauls building. Joanne explained that as of Monday 14th September, if anyone has had symptoms for more than 7 days, they will be seen at the Urgent Care Centre. We are not to bring any patient into the Practice who has Covid symptoms. *(post meeting note this has been delayed at the CUCC but the towns service is running from Murdishaw Health Centre)*

3: Update on Clinicians

This was not discussed due to shortage of time, but Sharon will send some information out to the Group.

4: Flu Plan 2020

Joanne explained that this year we have a much higher number of patients to vaccinate and are currently contacting our target groups. Healthy 50-64 years old may also be entitled during phase 2, which is looking to be in November – December.

Last year we vaccinated around 3000 patients, but we have around 5500 patients eligible and we believe more will uptake the offer. This does not include the healthy 50-64 year olds. We have been sending out barcoded letters for administration recording purposes to let us know the patient has been in for their vaccination. Responses to the letters have been good. We are aware that people will want the vaccination this year, so this may mean we will not have enough vaccines and are currently waiting to order more.

Children's vaccines have been received and over 65s vaccines arrived today; clinics will be starting from Friday and are full up until 27th September. We should receive the vaccines for under 65s from the end of September. (*post meeting note the under 65s vaccines have arrive now too*)

Syd mentioned that he may go to the Pharmacy for his vaccination and others may do too as it could be more convenient. Joanne explained that Pharmacies are trained to do them and if you do have a vaccine at the Pharmacy then all information comes back to the Practice.

Joanne informed the Group that Lloyds Pharmacy in the town would be closing due to staffing problems in December, but this could be sooner.

4: Next meeting

The Group who attended this zoom meeting found it to work very well and would like to go ahead with another in hope that more of the Group would be involved at the next one.

Date of next meeting via Zoom:
7th October 2020
4pm – 5pm