

Handforth PPG
Minutes of virtual meeting 19th January 2021

No	Action Point	Action By
	<p>Patients are currently being offered the Pfizer vaccine. The Astra Zeneca Oxford vaccine is better for patients who have had previous allergic reactions. Vaccines are not advised to be mixed (i.e. First dose Pfizer, second AZ or vice versa). Both doses of the vaccine will be from the same manufacturer.</p>	
	<p>The current guidelines (as at 19/1/21) are that patients will be invited for their 2nd dose, 12 weeks after the first.</p>	
	<p><i>Process</i></p>	
	<p>The practice are informed week by week of their allocation of vaccines, at the beginning of the week. The number of vaccines available to the practice currently varies week by week. The practice then will start a process of contact with the patient group.</p>	
	<p>The patient group may also be informed by letter from NHS England at the same time, offering a vaccine at the major vaccine centres (i.e. Etihad Stadium). If a patient can get to the major centre, they will be given the vaccine quicker (the central appointments are more frequent). All vaccinations are logged in a system called PINNACLE, which then updates the practices as to which patient has been vaccinated.</p>	
	<p>For example, the practice had to contact 975 patients quickly (within 3 days), over all of the CHAW group, to give appointments for vaccines.</p>	
	<p>In the previous week, there was an incident at the local electrical substation in Wilmslow, which resulted in an almost loss of over 1000 Pfizer vaccines. These vaccines were saved, due to the combined efforts of the staff, Police Force and Fire crews. The Pfizer vaccine cannot be transported, as it must be kept at strict temperatures. The vaccine can also only be given at approved centres. With the electrical failure, this led to the storage refrigerators being compromised, so special dispensation had to be sought to move the vaccines to another location and this was carried out with the help of the Emergency Services.</p>	
	<p>All vaccination sites need to be approved by NHS England. Currently HHC is not currently (at 19/1/21) an approved vaccination site. Approval is following an assessment visit by NHS England.</p>	

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1b	Klinik Update	
	10,000 contacts have been made since 23/9/20 Approximately 80% are directly into Klink Remaining 20% are indirect (i.e. manually entered by the reception staff following patient contact)	
	All requests are triaged by a clinical team	
	Requests are now being dealt with in a more efficient way by the practice, as the system and triage process allows for a better allocation of resource. For example, a request is made where a patient may have a skin complaint. This is triaged and passed onto the correct specialists, appointments generated etc, whereas previously this would have tied up a face to face GP appointment, then it would be passed on to the same teams. In this case, a GP appointment would have been made if the triage team deemed it necessary. Ultimately, these processes will free up GP appointments as well as enable patient interactions in a more timely manner.	
	All CHAW practices are using an online system.	
	Klinik gives the opportunity to utilise GP skills better, due to the triaging of calls.	
1c	Website update	
	The practice are in the process of creating the new website	
	Reviews are underway of the relevant pages, in preparation for load onto the new website.	

2	Measures of Performance	
	Most performance measures are currently suspended due to Covid. This is anticipated to resolve itself from approximately March onwards. Further updates will be made during the next meeting	
	Further information is sought on DNA's (Do Not Attends), which should be available from the Klinik system.	

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	<p>During the meeting, this quick set of figures was produced:</p> <p>Period: October to December 2020 = 226 DNA (46 GP, 180 Nursing/HCA) Period: October to December 2019 = 403 DNA (181 GP, 222 Nursing/HCA)</p> <p>This means a reduction of around 50% total</p>	
3	Practice / CCG Update	
	Very little information is available, other than anything Covid related.	
	The hope is that this will improve, post Covid and also when the wider CHAW PPG starts. This was due to commence March 2020, just before the Pandemic took hold.	
4	PPG Update	
	No updates.	
	<p>If anyone from the PPG (or wider patient population) wishes to volunteer in a non-medical way for the upcoming/available clinics, please contact the practice.</p> <p>This may be roles such as car park marshalling, patient guidance/monitoring etc. This is one way in which we can help/support our practices.</p>	
5	Any Other Business	
	None raised	
6	Date of Next Meeting	
	Wednesday 28th April, 2021. Held via Microsoft Teams.	

Attachments:

Updated Action Points of Previous Meeting(s)

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GLOSSARY OF TERMS:

PCN	Primary Care Network
CHAW	Chelford, Handforth, Alderley Edge and Wilmslow
HHC	Handforth Health Centre
DNA	Did Not Attend. This is where a patient had an appointment, but, for whatever reason, did not attend.