

Handforth PPG

Minutes of virtual meeting 10th August 2020

Present: Jenny Pepper (Co-Chair)
 Mark Pepper (Co-Chair)
 Joanne Morton (Practice Manager)
 Claire Bury (Assistant Manager)
 Dr Megan Martin (GP Partner)
 Pat Riley (Patient)
 Theresa Corrick (Patient)
 Lynne West (Patient)

Apologies: Ken Scott (Patient)
 Caroline Sproggan (Patient)
 Derek Pay (Patient)

Before the meeting started, the Chairs wished to formally welcome everyone back to the first meeting since lockdown.

Action Points from Previous Meeting(s)

The action points from the previous meeting(s) were discussed and the updated version is attached to these minutes.

No	Action Point	Action By
1	Forum	
	No external speaker at this meeting	n/a
2	Information of change	
2a	Information of change	
	No significant, non-Covid related correspondence has been received	n/a
2b	Building Update	
	Due to the Covid-19 pandemic, all current and planned building works have now been put on hold for the foreseeable future. NHS England tasked all practices to only make alterations where necessary, to ensure they were C-19 safe. As per point 2e, NHS England steer is to continue to reduce the number of face to face consultations and therefore this has also had an impact on future building works.	
2c	Primary Care Network (PCN)	
	This has taken a back seat due to C-19. Work has only just restarted with this initiative.	Update at next meeting

Handforth PPG
Minutes of meeting 10th August 2020

No	Action Point	Action By
2d	CCG Update	
	<p>As above, this has had to take a back seat due to the C-19.</p> <p>Work has only just restarted with this initiative.</p>	Update next meeting
2e	Practice update on appointments	
(1)	<p>The enforced lockdown resulted in the Practice seeing patients in a new way. On average only 8 patients are now typically seen in the surgery each day. The intention is that the Practice continues working this way going forward.</p> <p>Therefore, from 16/9/20, a new on-line triage system, called Klinik will be introduced.</p> <p>This system has been successfully in use in local practices in Poynton and other areas, for over a year.</p> <p>A patient will complete an on-line form which will then be triaged to provide the most appropriate outcome for the patient, whether it is to offer a face to face appointment, telephone or video consultation, or perhaps book a blood test or issue a prescription etc.</p> <p>If a patient has no internet access, or requires help, they would call the reception staff who will then complete the on-line form for them. It will then be triaged as normal. By calling the Practice, it will not mean they can by-pass the triage system.</p>	Practice to update PPG on how the new system has been working
	All CHAW practices will be moving to this same on-line model over the next few months	
(2)	<p>The PPG discussed how the Practice intended to communicate out the new triage / booking system to the Patients. Joanne mentioned the current method is via text messages.</p> <p>There were then discussions about how those people who either didn't have a mobile phone or to whom we didn't have an up-to-date number, would be informed. Suggestions were made about other possible communication options - such as social media (see later point), writing to each patient, the IVR on the phone system or to put a message on the online booking / prescription ordering apps.</p>	

Handforth PPG
Minutes of meeting 10th August 2020

No	Action Point	Action By
	As the PPG felt that not only the communication method, but also the actual message that was being said, was so important, the PPG have offered to help with the communications in any way possible, including sense checking the messages.	Joanne / Claire to advise.
3	Measures of performance	
3a	Questionnaire Findings	
	<p>Claire briefly discussed the overall results from the latest patient questionnaire which was sent out pre-covid.</p> <p>On the whole, the results were 'Very Good'. However, the one area the Practice was slightly below national average on, was 'Mental Health Provision'. Obviously following the impact of Covid-19, this area will have even more focus. When asked, Joanne confirmed that at present, there are no known plans from the CCG to alter the current provision around this service.</p>	
4	Patient Perspective	
4a	Vulnerable and shielded patients / Mental Health	
	<p>Whilst the Government lifted restrictions on those deemed vulnerable / shielded, allowing them to finally leave their homes - the PPG are aware that many of these patients are still afraid to leave their homes.</p> <p>Jenny mentioned that she is an NHS Responder volunteer on the Chit and Chat line, and she has just as many clients who feel lonely or isolated, as before. That whilst they are free to leave the house, they simply can't as they are terrified.</p>	
	<p>Concerns were raised about future changes in patients' behaviour as a result of Covid-19 & the lockdown. For example, that having been told to avoid seeing a Doctor or going to hospital during lockdown, patients will simply continue with that mind-set which could lead to e.g. undiagnosed illnesses.</p> <p>Also how the frequent Government warning messages to those who are overweight or have diabetes for example, were at a greater risk of dying if they caught Covid-19, has affected people's mental health and what this could mean for the Practice going forward.</p> <p>The PPG discussed producing a small pamphlet with advice on mental health / breathing & relaxation techniques</p>	Theresa / Jenny to look into

Handforth PPG
Minutes of meeting 10th August 2020

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4b	Flu	
	<p>As usual, the flu jab will be available from September onwards, to those patients who normally qualify.</p> <p>Following the Government's announcement that it will now be offered to the over 50's - this will only take place from November.</p> <p>The Practice has worked out that they will now need 4,500 vaccines, as opposed to the usual 2,000. So far, the 2,000 vaccines have been secured, with NHS England promising there will be no problem getting the additional 2,500 needed.</p>	
	<p>The PPG has offered its support during the Flu vaccination season, where it is safe for members to do so.</p> <p>Joanne mentioned that assistance may be needed to ensure those attending for the flu jab remain socially distanced from each other and to help ensure the correct flow of patients.</p>	Joanne to liaise with the PPG members
4c	Social media	
	<p>Since lockdown started, Hulme Hall Medical Group has started to post information messages on the two local Facebook groups: Handforth People and Handforth Community.</p> <p>Copies of some of these posts were sent with the agenda, but for example, they include messages like: Flu - Don't call us about your flu jab, we will be in touch with you with an appointment. Another example was 'What to expect during your smear test'. This has raised the profile of Hulme Hall Medical Group in the area but also highlights the fact that Handforth practice doesn't have any presence on social media or in fact isn't taking advantage of using social media. For example, we could reach a younger potential audience for the PPG or let more patients know about the new online booking system.</p> <p>Joanne explained that currently there is no resource to manage any social media accounts, but it is something that they could consider going forward.</p>	
4d	The PPG will look into the possibility of creating a Handforth PPG facebook page. The Chair will look into whether other PPG's have their own pages and what is on them and report back new meeting	Chair to research and report back

Handforth PPG
Minutes of meeting 10th August 2020

No	Action Point	Action By
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4e	The PPG will look at the possibility of creating a small leaflet/pamphlet to aid the mental health of the patients during lockdown.	Jenny

5	Recruiting new members	
	<p>Everyone acknowledged that we need to recruit more members, including a more diverse spread.</p> <p>We need to reach out to our Patients letting them know what the PPG does, can do and has done.</p> <p>One opportunity is via Family and Friends - think of anyone you know who is a patient that you can approach or who they might be able to approach.</p> <p>Write an article for Wilmslow.co.uk showcasing our achievements, what we do etc.</p> <p>If anyone has any other suggestions on how we can recruit new members please advise the Chair or if you have anyone who wants to discuss joining the PPG, please ask them to email the Chair at:</p>	<p>Everyone</p> <p>Chair to action</p>

6	AOB	
	None raised	

7	Date and time of next meeting	
	21 st October 2020 @ 6pm	

Attachments:

Action Points of Previous Meeting(s)