

Willington Medical Practice Patient Participation Group (PPG)

January 2021 PPG Meeting (ZOOM)

The minutes of the last update have been approved by the group electronically and will be displayed on PPG notice board and surgery website.

Present

Sara Bains, Sue Carter, Holly Goodrich (Practice Manager), Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Sally Lovatt (secretary) and Val Shelton,

Apologies

Chris Baker, Joan Burton, Pat Harvey, Maisie Trotman, Ann Wood and Vic Wright
The new Social Prescribing Link Worker, Judith Kelf, was welcomed to the meeting.
MH welcomed everyone to the meeting

From the last and previous meetings

Mother and baby Group

The present midwife is retiring so Mother and Baby group to be postponed for further consideration at a later date when new midwife settled and 'things' are back to normal.

Website

Update from HG: A new website is planned which should have the type of information suggested. Currently on hold as so much more occupying management time.

Treasurer's report

£5907.32 C/A and £5.47 petty cash. £20 paid to SDDC for Annual Lottery Fee.

JH has made arrangements to manage the bank account on line which will simplify transactions but no response to date. JH and SL to have authority at present.

Surgery Update by Holly Goodrich

Flu clinics have been successfully completed and patients in 50-64 years age group have been sent a reminder from NHS England which has resulted in a few patients booking in and these are being included in normal nurse appointments.

Ella Boothby, Clinical Pharmacist, has been employed to support GPs and team. Ella is training to become an Independent Prescriber and among her duties will be conducting medication reviews and actioning discharge letters.

Judith Kelf, Social Prescribing Link Worker, has joined the team and is covering 4 practices and providing mental health and befriending support.

COVID19

Up until Saturday 16th January only 90 appointments had been made available for patients over 80 years at The Arena, Pride Park.

1000 vaccines were then found to be surplus from Chesterfield and were available at the vaccination hub on Sunday. Patients were sent a text and these vaccinations were all allocated and used on Sunday 17th February.

The surgery then had to contact the remaining 500+ patients in the 80 years+ age group on Monday and Tuesday (w/b 18/1/2021). This was achieved with only those patients declining the vaccine or eligible for a home visit left to be vaccinated. Of 3000 vaccines at the arena only 12 patients have so far not attended and the stated number of doses has been achieved from each ampoule. The time for each appointment has been amended from 8 minutes to four minutes as this has been found to be all that is required.

It is hoped that those patients in Care Homes will be vaccinated by the end of this week and the housebound by the end of January.

It is hoped that those patients in the 75- 80-year age group will be contacted next week (w/b 25/1/2021).

CVS are providing volunteer drivers but patient has to contact to make arrangements. CVS have been advertising for more drivers.

Sue C will contact Frank McCardle for confirmation that the assertion that transport will be guaranteed for all those attending for vaccination is in fact correct. (SC)

Val S commented that help at the arena from volunteers was amazing.

Sara B commented that such positive comments need to be recorded publicly to encourage others to take up the vaccine.

Sue C added that there had been positive comments on 'Spotted' Facebook page.

Margaret H mentioned that reserve lists for vaccination and problems for those with hearing difficulties had been highlighted at the PPG Network Meeting (see below).

The PPG video on the surgery website and 'Spotted' was considered very informative and useful but was rather lost on surgery website because of the COVID information.

Social Prescribing Link Worker

Judith Kelf introduced herself to the group and described the support for GPs to help patients with non-medical issues such as anxiety in isolation. The problem at present is that there are no community activities to refer to.

Sue C suggesting joining 'Spotted Groups' (Repton, Findern and Willington) for news, information and events.

COVID Community Champions -Sara Bains

The importance of sharing positive messages especially the issues of Public Health have been highlighted during the current pandemic. A Community Champion Network is being set up to listen, understand and share positive messages. This will be a network of trained volunteers to help spread the word about coronavirus in local areas.

To enable them to do this, timely and accurate information will be shared with local groups in order to make sure they are best placed to support and reassure local residents. Mechanisms will be put in place to ensure an accurate and relevant flow of information. There will be a weekly forum set up.

Community and voluntary groups will have access to all the latest news and updates about coronavirus in Derbyshire and can also [download resources to help them spread the word](#).

Armed with the latest advice and guidance from their groups, champions can help their family, friends and wider communities to get all the latest advice around coronavirus.

Communities are doing amazing work to help and protect themselves, and each other, during these difficult times.

Volunteers could provide a key role in ensuring that we can protect Derbyshire, and each other, and help prevent the spread of COVID.

Next steps:

If you are an individual who would like to become a Community Champion, please contact your relevant district contact. They'll then get in contact with you directly to discuss the next steps.

Holly G commented that patients only hear the headlines and don't read the rest of the information for the majority of issues.

Sue C suggested that information should be basic, clear and short.

Pete H asked if there were guidelines to fend off anti vaccination comments and Sara B suggested 'do not engage' to help stop the impact of what is said.

Local Medical Council have had discussion time on Radio Derby to promote the vaccine and there is a lot of information coming from local councils and newspapers to support vaccination.

Feedback from Patient and Participation Group Network Meeting - Margaret H

As there is a lot of information from this meeting please could members read the information and be prepared to feedback, either by email or be prepared to discuss at the next meeting.

Covid 19 Vaccination Update

Presentation by Dr. Louise Merriman

Current Priorities are Over 80's, Care home and Care Home staff, over 75's and shielding patients. The rumours about GP's wasting vaccines is not true, spare vaccines will be used on lower priority groups if necessary.

Definitely a need to have a list of back up people that can be contacted at short notice if spare vaccines are available.

TO BE ABSOLUTELY clear we were told that Surgeries are contacting patients to book vaccinations.

If you receive a letter then you will be required to book into a hub.

Health care staff and the general population need to be patient as confusion is happening.

Derby Arena is up and running.

Medicine Order Line (MOL)

There is a link which you click on to find out more. <https://www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/prescription-medicines-order-line-mol/>

The Service is expanding and recruiting more staff and rolling out to more practices. I could not find Willington Surgery on the list for South Derbyshire but Holly maybe able to confirm.

Willington Surgery is not currently signed up to the Medicines Order Line

Always give plenty of notice for repeat prescriptions.

Encourage the use of the NHS App.

Should PPGs be influencing services and if so, what's needed to facilitate this?

Presentation by Ian Anderson (Ex Doctor) and Tim Peacock both PPG members.

They sent out an important message to all PPGs that we should be more proactive in gathering the views of our patients.

They spoke in particular about the Integrated Care System ICS and how it will impact on front line services in particular long-term conditions. Questions we should be asking are: What integrated Care means to the patient? What they want from it?

Have lifted the following explanation of ICS from the NHS Website:

Integrated care systems

Integrating Care – The next steps to building strong and effective integrated care systems across England

This document, [Integrating Care – The next steps to building strong and effective integrated care systems across England](#), builds on previous publications that set out proposals for legislative reform and is primarily focused on the operational direction of travel. It opens up a discussion with the NHS and its partners about how Integrated Care Systems (ICSs) could be embedded in legislation or guidance. Decisions on legislation will of course then be for Government and Parliament to make. This builds on the route map set out in the [NHS Long Term Plan](#), for health and care joined up locally around people's needs. It signals a renewed ambition for how we can support **greater collaboration** between partners in health and care systems to help accelerate progress in meeting our most critical health and care challenges.

Over the last two years, ICSs have been formed across England. In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS care, and improving the health of the population they serve. Integrated care systems have allowed organisations to work together and coordinate services more closely, to make real, practical improvements to people's lives. For staff, improved collaboration can help to

make it easier to work with colleagues from other organisations. And systems can better understand data about local people's health, allowing them to provide care that is tailored to individual needs. By working alongside councils, and drawing on the expertise of others such as local charities and community groups, the NHS can help people to live healthier lives for longer, and to stay out of hospital when they do not need to be there.

I understand that Derbyshire have or are signing up to this approach to delivering services in the Community. It is known as 'Joined up care' and a link to this website is:

<https://www.england.nhs.uk/integratedcare/integrated-care-systems/joined-up-care-derbyshire/>

Which led us on to how PPGs can reach out to patients when we have limited contact with our patients.

The presenters were able to persuade their Surgery Management to:

- include in their text messages an invite to join PPG
- include messages on prescriptions
- Notices in the Surgery
- When new patients join the surgery that they are automatically members of the virtual PPG unless they wish to opt out.

Health Watch presentation by Sharon Mellors

Health watch is an independent voice for patients and carers both Social Care and Health Care.

They pass through issues to relevant organisations to investigate, concerns, complaints etc.

They are working very closely with 'Joined up Care' on the following areas:

- Experiences of being discharged from Hospital
- Experiencing access to services
- Speaking to relatives and carers of loved ones in Care Homes
- Access to dental health and support

Website link is: <https://healthwatchderbyshire.co.uk>

On the website there is the facility to give feedback on services comment and rate and review services.

Health watch are producing:

- monthly reporting to Trusts and GP's
- Quarterly theming reports link is: <https://healthwatchderbyshire.co.uk/wp-content/uploads/2020/12/V3-December-Intel-report-08122020-CC.pdf>

Health watch are open to suggestions on areas of concern from PPGs

Any Other Business

- Issue of surgeries contacting people who are deaf or partially deaf an example was given on a patient missing a call to attend for her vaccination. Surgeries need to take this into consideration when contacting patients.
- Derbyshire Dialogue sessions - invitation to get involved and request an invite. Next session is 21st January at 11am. Subjects include NHS 111, NHS 111 First. The link to sign up is: <https://www.surveymonkey.com/r/DerbyshireDialogueNHS111First>

These sessions are monthly and the February session will focus on Long Covid.

Any Other Business

Future Plans

MH suggested that we gave some thought to how we might try and plan some form of activity, education event or similar which could be planned (either in or out of lockdown). With no end to the restrictions due to the pandemic it is difficult to begin to consider any planning.

Our previous suggestions are below

Skin Lesions

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2021.

SG suggested a support group for patients with health anxiety. HG suggested that it could be a PCN development held on neutral ground.

Holly G thanked the PPG members who helped support patients booking for the Sunday (17/1/21) vaccination appointments)

Next meeting Tuesday 16th February 2021 by 'zoom' at 11am

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com