

Minutes of The Drayton Surgery Patient Participation group (PPG) held via zoom on Thursday 3rd June at 3.00pm

Present: Daniel Ferrett Drayton Surgery Business Manager, Mary Ramsay (chair) A.R. M.V. R.L. A.F. L.I.

Apologies: S.M. T.M.

Apologies received from R.T after meeting started

Meeting started 3.10pm

Mary welcomed everyone to the meeting. She apologised for the late rescheduling of the meeting brought about by Daniel having to attend Surgery business. She asked as it was a zoom meeting anyone who wished to speak if they could raise their hand.

Mary told the group that S.S. has decided to resign from the group so she could give more time to her husband as he recovers from Covid. Mary had accepted her resignation and thanked her for her contribution. Mary said there was a waiting list of patients interested in joining PPG but it was best left until we were back in the live meeting setting again.

Matters arising from previous meeting

Mary was still waiting for a reply from the local councillors regarding the removal of the grass verge outside the surgery.

Feedback from Hampshire, Southampton and IoW CCG meeting.

Mary gave a brief summary of the CCG zoom meeting she attended on 29th April for the procurement of a new online consultation platform when the existing E-consult finishes.

Action: Mary will send the original document to the group.

Surgery Update

Daniel provided the group with answers to previously submitted questions

Covid update

- How is the vaccine programme going, what cohorts are being vaccinated currently.

We are currently only offering second vaccines of AZ as we haven't had any Pfizer in to be able to offer first doses. When we do get some it will be in line with the government announced cohorts.

- As the vaccine programme moves through the age groups, the second jab dates are very close to the winter flu vaccination programme. How are the two going to work together?

We have no idea yet

- Do GP surgeries get fined if there are unused vaccines in the vials at the end of day?

No, no fine – and very rarely anything left over. I plan the number meticulously and it is very rare we have to waste any off.

- Is the dosage the same for the second vaccination?

Yes, dosage is the same for both vaccinations.

- Is it correct that Pfizer vaccine can cause reaction with second dose and Astra Zeneca first dose causes reaction.

These are horses for courses. Generally we find anyone who has had COVID – whether they know it or not – has a reaction to the first. Most people will react in some way to the second – it is all part of the body working properly and fighting it off.

- How is Surgery coping with backlog

To our knowledge we don't have a massive backlog per se. We have a lot of demand and it could be argued that it is due to a backlog but is more likely that people have held off contacting us.

- What is the percentage of remote consultations against face to face appointments

We have remained seeing patients, where clinically indicated that need to be seen, throughout the whole of the pandemic. Whilst the majority of our cases have been handled remotely either by telephone, eConsult or video consultation, there is probably a 60/40% split.

- What are the E-consult figures

We average circa 300 per week at present.

- How does surgery see a way forward following the recent government directives regarding face to face consultations.

It was disappointing that NHS England have not seen the bigger picture and that we have continued to offer face-to-face appointments, where clinically appropriate, throughout the pandemic. As a Surgery we are looking at ways to get back to a “new normal” over the coming weeks and always work within the stated parameters of our GMS contract.

- What are the feedback satisfaction figures

100% for May

New building update.

- What is latest on the doors.

Going in next Tuesday (8th) after a minor setback...we're finally getting there!

- Is there plans to refurbish upstairs

I think I mentioned this before that there were plans but this won't be instantaneous, it will be done over a set (as yet unconfirmed) time period

Government initiatives and changing policy

- What is the surgery policy on using alternative drugs, e.g. instead of warfarin, using an alternative which does not need the level of monitoring which warfarin does.

There is a general shift to use other DOAC (Direct Oral Anti-Coagulant) drugs however these will be reviewed on a case-by-case basis as there are still some patients who benefit from regular warfarin monitoring. It is, however, less common than it used to be.

- What is current policy on non prescribed drugs

I'm not sure we have a policy on un-prescribed drugs. We will always try to encourage patients to try OTC (over the counter drugs) medication prior to starting them on a prescribed medication as this can be a cost-saving exercise (for the NHS not the surgery).

- Can patients self refer to Social Prescribers.

Yes and No. You can't just call and ask to speak to a Social Prescriber however you can make contact either in writing or by telephone and say that you feel you would benefit from their input. You will then be added to their caseload and will be contacted.

- Is it the patient's responsibility to notify surgery they are in a patient cohort for coding purposes, eg a carer.

Absolutely yes. I seem to say quite a lot of time to the staff, we don't have a crystal ball, we don't know what we're not told. There are forms on the website that patients can complete and will come through to us. When we get the new website (no date yet) these will be even better.

- Your thoughts on the format of future meetings?
Do they all have to be face to face?

I look forward to welcoming you all back for a face to face meeting but will happily be guided by you and how you want to work these going forward.

Action: Group to send Mary their individual thoughts on the idea.

Daniel finalised his report by showing the group a short video, highlighting the unacceptable behaviour being experienced by GP's surgery staff.

Link sent out independently of the meeting)

A discussion followed around this emotive subject. Daniel told the group that he and one of the surgery GPs were currently undertaking a zero tolerance project.

With this being volunteer week Daniel read the group a message he had posted on Facebook.

Please see attached

“ This week is National Volunteers Week 2021 and we'd like to say a MASSIVE thank you to all of our volunteers for everything they do for us.

We have an amazing Patient Participation Group (PPG) who volunteer their time to act as a patient voice for the surgery - thank you. You help us keep in touch with the patient point of view and support us in more ways than you know.

And to those of you who have visited the COVID-19 Vaccination Site at Cosham Health Centre, 85% of the people you see there are volunteers. They give up their time to make sure our clinics can run as smoothly as possible and that patients know where to go and what to do. We literally could not have done this without you.

To you all, from the bottom of our hearts, thank you!”

AOB

With Covid restrictions starting to ease and the possibility of PPG meetings being back on Surgery premises again. The day and times may now not be convenient to group members and Daniel's diary/working pattern. So Mary will send out optional days and times for each member to give their preferences.

Date of next meeting

The next meeting. Provisionally Wednesday July 28th at 3.00pm but could be rescheduled into August to enable meeting to be in the Surgery

Meeting closed 4.15pm