

Notes from Locality PPG meeting 5/8/21 – held online

Apologies from: Carmelina Nelson (Broomleys) Colin & Robert (Hugglescote)

Present : Jake Cooke, Alan Bourne, Paul Siddals, Pauline Johnston, Barbara Milner, Karen Wesson

Report from Jake Cooke, Federation Manager:

Jake apologised he had not been able to meet up since the start of the Covid Vaccination programme which has taken up the majority of the Federation team time. There have been some changes in the Federation Team Melanie Arnold has taken early retirement at the end of May, Jake, Sam Hayes and Nicola Cockeram are picking up her work on an interim basis, until a full review is completed in March 2022.

This year will sadly be “another write off” Jake said due to this. Until March 2022 focuses will be 1) Vaccine programme continuation and boosters 2) Recruiting staff for the additional role reimbursement scheme 3) Recovery of patient services at GP level.

Please to report of 85% of patients in NWL had received the first vaccine, and 72% had received both. The Measham Hub had done some 57,000 of these. At present Measham is operating on a weekend only basis, some people have gone elsewhere to get their 2nd jabs if they couldn't be done at Measham when they wanted them, evidence some people were successful in getting their 2nd dose 4 weeks after their first, recommended by NHS is 8 weeks. Measham are adhering to these guidelines.

It has been challenging to engage with and vaccinate those under 40, more so than the elderly. A drop in clinic in Coalville could not be arranged for various reasons but the first one they held at Measham attracted 630 on the first day – way over 150 guesstimated, next time they upped the staffing etc and only had 104 – frustrating!

100 members of the British Olympics team have been vaccinated at Measham, including some medal winners.

AB – said he had spoken to the CCG re pop up clinics, but had not had a response. Jake responded to say that as a PCN they had been approached, but no viable options/funding available, even though Coalville has a poor vaccine uptake record. Some parts of Leicester City have had poor uptake rates and have benefitted from Pop in Clinics in those areas. The NWL data showed some 2576 18/24 year olds not vaccinated and 1889 25/29.

Measham Vaccination Centre have been unable to use the available AZ. This vaccine is being mutual aided to other parts of the country that can use.. Measham is the most successful vaccination hub in LLR, wastage rate is only 0.08% too. Congratulations to all involved!!!

AB – Has heard that practices are still vaccinating in Hinckley, can we do it in NWL? Jake said all practices had the opportunity, but there were difficulties because of the 15 min wait after the Pfizer vaccine and social distancing during that time. IF the 15 minute sit down was found to be unnecessary it would be a “game changer” No person attending Measham had taken ill during the 15 minute wait.

Nationally now, the feeling is that those who want to be vaccinated have been, and motivating the rest is the difficulty.

PS – would like pressure to be put on surgeries to do vaccination clinics, especially in the low take up areas of NWL, but each practice can and will make their own business decisions. PS also asked about

the level of vaccine wastage locally, in July the figures for Measham stood at 0.08%, Jake had no LLR or national information.

There is now some evidence that people are refusing the AZ vaccine and it is more than likely (but to be confirmed) that the Phase 3 booster will be Pfizer due to a plentiful supply available, at least for now.

Phase 3 (booster programme) is due to start for 15 weeks on 17th September. There are some 50,000 in Stage 1 and 2 of the booster programme. Clarification is still needed, as this will “clash” with the Flu vaccinations but it is looking likely Measham hub will do Covid boosters and practices will do Flu – but this has still to be discussed formally at a meeting next week locally. Everyone appreciates that the income stream flu vaccinations provide needs to be retained and protected at surgery level. The lease at Measham Leisure ends on the 31st December, so there is some uncertainty about those needing boosters in January onwards (a time delay of 6 months between 2nd and 3rd dose is required).

1100 of the clinically vulnerable Cohort 6 in NWL, who had been identified as not vaccinated had all been written to in case contact other methods had not reached them.

PS – asked why the booster is expected to be Pfizer, Jake replied that he thinks its because we have a bigger supply of the Pfizer vaccine, and the negative publicity had put people off AstraZeneca.

Jake then went on to talk about other business within the locality, mainly the work going on in the Additional Role Reimbursement Scheme. This is ongoing with many practices benefiting from paramedic, pharmacist and 1st contact physio provision. PS asked how long contract are for, where agencies are involved they are 6 months, fixed term are 3 years. PS expressed concern about what happens at the end of three years – we just don’t know.

AB said that patients are still complaining about not getting to see physicians actually face to face. Jake said there is still a lot of anxiety amongst practice staff about getting the virus, and if they do then other staff isolating causes shortages. Social distancing in many premises is still a challenge, and secondary care has not been able to open up as fully as hoped either. Everyone one involved was working hard to get back to “normal” though Jake said.

Pauline was concerned about the pressure practice staff are under, her thoughts were echoed by others in the meeting.

Barbara said it was virtually impossible to see a doctor at |Measham, she had phone about one particular 5 times and never offered a face to face appointment. Pauline said a new triage system has been bought in at Castle Donington and hopes the lack of complaints she has heard about means its working better than their old system.

AB asked about the interface between The Federation, PCN and CCG. Jake responded to say that lots of staff and role changes had taken place at CCG, a lot of relationships have been lost and now contact seems to be via a generic email address rather than a named person. Its very frustrating for The Federation, but its difficult to see anything else on the horizon past covid still.

I HAD TO LEAVE THE MEETING AT THIS STAGE – Karen Wesson

Practice update from Castle Medical Group:

I have sourced a room where we can meet face to face in September and expect/hope to see 2/3 members at least that haven't been able to join us online. We had a meeting on 3/8/21, Flu vaccination targets have increased, and won't be easy to achieve. As a group we will help "marshal" at the clinics as requested by Jennie Caukwell. An additional source of volunteers has been identified by a member who is also involved with the WI – I am also hoping to recruit some of these to our PPG committee! Our fund-raising efforts have all but stopped since March 2020, we hope to start doing this again in the New Year.

p.s Since the meeting we have secured premises in Ashby to start face to face meetings again in September, socially distanced in a large room with plenty of windows which will be open.

Regards, Karen Wesson 5/8/21

Practice Update for PPG July 2021 from Markfield

- **Extended Access & Hours** – At the beginning of July we will started Extended Access/Hours again. This is currently covered by staff working at The Hub delivering the Covid Vaccination Programme as this is in addition to their contracted hours. From September we plan to run Saturday clinics for the flu vaccinations, the first being planned for the 25th September and they will run twice a month until the end of November. We hope to get these clinics available for booking by the middle of August.
- **Emergency Care Clinical Practitioner / Community Paramedic- Corinne Palmer**, started her induction on 5/7/21. She will be working all day on Mondays and Thursdays and Tuesday mornings. She will be dealing with Acute on the day problems, minor injuries, minor illness, routine home visiting and care planning to support the on call GP. She will have a range of telephone appointments and face to face appointments.
- **Pharmacist - Simran Ohbi**, started 28th June 2021 and she will be working all day on a Thursday. She will be helping with medication reviews, hospital discharge letters, home blood pressure monitoring results.
- **CCG support** - We are being supported by the CCG with extra GP telephone consultations. Once we reach full capacity patients can be booked in for a phone appointment with this service, phone consultations can be anytime up to 7pm. If a F2F is then they will make the necessary arrangements to refer to the appropriate service, this may be a F2F appointment at the WIC (walk in centre) Therefore MMC are using them for problems we feel can be dealt with over the phone. This service will run for another 7 weeks.

- **Covid booster programme** - We still do not have any information on the Covid booster programme or how this is going to be rolled out. But when we do, we will let you know.
- **The Community Pharmacist** –a Community Pharmacist referral programme will be starting soon, once we've rolled this out, we will let you know.
- **PPE** – following the change in Government guidelines from Monday 19th July 2021 we will still be requesting patients to wear face masks when they attend the surgery. This is to protect both our staff and fellow patients. Patients booking in to see Tori or Gemma will be advised that they will need to wear a mask, as per risk assessment as they are both pregnant, if they are unable to do this they will be asked to book in with another Clinician.

Castle Donington

C.D. PPG is continuing to meet bi-monthly on zoom
 Surgery has a new telephone system which appears to work well
 A new appt. system has been introduced whereby patients fill in a form online which is assessed by a Dr to determine what sort of appt/when depending on need not first in the queue.
 PPG is working with Social Prescriber, named GP and volunteer bureau to compile a directory of activities available in the locality. Hopefully we can circulate to the community when it is completed
 Thanks

Pauline Johnston

Whitwick

The practice has recently seen a lot of staff changes, including the manager, receptionists, pharmacist and health care assistant.

The existing telephone system was inadequate to deal with the demands of covid-19 and has been replaced with a new web-based system. This still presents some problems for patients, caused mainly by demand outstripping the availability of receptionists.

Kirsty Swinfield gave an enthusiastic presentation of the role of social prescribing in general practice this was followed by a very positive discussion.

We discussed the prevalence of long covid.

It is planned to hold our next PPG meeting face-to-face in the practice

Thanks, Paul Siddals