

## **Clarendon Lodge PPG Zoom meeting**

**Wednesday 28 April 2021 at 12.30 pm.**

### **Notes**

In attendance :- Michael, Martin, Marcia, Dorrette, Ann, Stephen

Apologies:- Maureen, John, Gethin, Bridget

Flu vaccination clinics.

Stephen reported that the programme was proving extremely successful. The older age groups were the most positive with around 95% vaccinated. The results for the second dose were slightly lower but this could be explained by the movement in these groups – either moving away or death rates. The 44 year olds onwards were now being offered their first jab although it was difficult to estimate take up as some patients were going to Stoneleigh and the information takes a few days to show on the system.

Also the Astra Zenica vaccine cannot be offered to the younger age groups due to blood clot side effects, although these were rare,

Stephen said that the last 7 days had been the busiest ever with both centres working every day. All Care home residents had now been given two jabs as well as all housebound patients. Care homes were carefully monitored on a weekly basis as new residents were admitted.

Also the delivery of vaccines had been streamlined. It had been a learning process for all and Stephen praised the work of the vaccination teams and especially the organisational input of Gill Schweigert, our nurse manger, who was now on secondment to the project and had done a fantastic job in planning and organising the whole programme.

Stephen said it was likely that the vaccination programme will continue until the end of August but may be extended depending on whether all age groups are to be offered the jab.

It was felt that the staff engaged in the project should be acknowledged in some way. This was agreed by all. Stephen will work out the details.

The flu vaccination programme will be carried out as usual during the autumn and winter but it is likely that a Covid booster may also be offered at this time. More details soon. Stephen also suggested that the PPG could set up a stall during the flu clinics to inform patients of their role and offer them the opportunity to join the newsletter group. Martin said that an approach to the local Neighbourhood group (Nextdoor) had produced 30 extra newsletter members. Also, there was a general agreement that we should actively seek to recruit several new members to the PPG. Using the newsletter and maybe Facebook might bring results. Stephen offered to let Martin have access to the Practice Facebook page.

As the lockdown eased Stephen said that the Practice was looking into the possibility of keeping the front doors open, probably from the 17<sup>th</sup> May. Extra precautions will be taken and it was felt that around 14 patients could be accommodated safely inside the building. The PPG expressed some concern about this as queues could develop at the reception desk however they would welcome an open door policy. Stephen said they had never been comfortable with locking patients out and would do all they could to return to the open door arrangement.

In respect of the usage of the face to face consultations Stephen said these had declined as patients found new ways to meet their medical needs. Video consultations had proved popular and patients appreciated the opportunity to talk to their GP over the phone. However, Stephen said that if a patient needed to be seen he/she would be seen.

The new role of Physician Associate was now occupied by Liam and he was fitting in well. The role is meant to be in between a GP and nurse and Liam does spend time with frail elderly patients. The major problem with the role is that at present Liam and all PA's are not allowed to prescribe but it is hoped that this will be resolved in due course. The Practice is now acting as a training centre for PA's and has two students already in place.

#### Primary Care Network

The work of the PCNs has been mainly about cooperating over the vaccination programme but the Medication Hub in Gainsborough Hall is expanding and has taken on another Pharmacy Technician. PCH/PPG meetings are still being held and Stephen stated that all PPG members are welcome to attend. Since Dr Suki Dhesi had resigned, two Clinical Directors for the south Leamington PCN, Dr Roberts (Warwick Gates) and Dr Ahmad (Croft) have been appointed and will job share the role., Dr Dhesi will now operate as deputy chair of the newly merged CCG's.

#### Hospital backlog

There was a brief discussion about backlogs in hospital appointments and elective surgery. Stephen said he could not comment on this as the Practice were not given any data on this. Members related various issues where delays had happened.

#### PPG newsletter

Martin asked for help with topics for the next newsletter. Stephen felt that the balance of this was just right with the PPG and Practice news operating in tandem. Martin asked if Liam could contribute to an edition of the newsletter. Stephen felt this would not be a problem at a later date. He suggested that Kerry Bishop, the Practice prescribing Manager may wish to write a piece. Ann raised the issue of the last newsletter (Robins article) being rather bland and without reference to the political implications. The members felt the the newsletter must remain neutral in its content and not a campaigning vehicle for political ideas.

#### Telephone message review

There now followed a discussion on the latest review of the telephone message. Stephen said that he was anxious to introduce it and it was quite a long time since we started the review process. Members felt that there had been an improvement but that it was still too wordy and some pieces of information were being repeated. There was some criticism of Dr Fullbrooks message in option three and suggestions were made to put it at the beginning of the message. Stephen said there was evidence that if a senior GP addresses the patients calling in they were more likely to pay attention to what was being said. Despite this members felt the message could be intimidating and should be removed from Option three. Stephen said he was willing to talk to the Partners about this. Stephen will let the PPG know about the outcome as soon as possible. The idea of a test run before activating the new message was considered too time consuming and was dismissed.

It was agreed that the PPG would meet by Zoom in a month's time on **26<sup>th</sup> May at 1pm.**

The meeting lasted one hour and 20 minutes and was a very useful catch up with Practice. It is hoped that more members will be able to attend the next meeting.