

PPG Minutes – Virtual meeting 8th April 2021

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome - Mick**

Mick welcomed us to the meeting. He informed us that Godfrey has decided to move to the Virtual Group, so that means that there is another vacancy. Godfrey will get all the minutes etc. and the door is open, for him to return should he decide to do so.
- 2) **Those present.**

Mick Gregory (Chairman), John Kershaw (Vice Chairman), Carole Jefferson (Secretary) Anne Lockley, David Meredith, Helen Davison, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager)
- 3) **Apologies received**

Peter Lewis, who has difficulties accessing Zoom, is looking forward to being able to meet round the table.
- 4) **Approval Of Minutes and matters arising**

The minutes of 11th February 2021 were approved unanimously. The minutes of the March AGM were also sent round but should be discussed next March at the AGM.
- 5) **Confirmation of the Member of the Management team**
 - a. Bhasker was elected Nem Con. Agreed. Mick has been in touch with Bhasker and is happy with the outcome. Mick will convene a meeting of the Management team as soon as possible.
- 6) **Recruitment**
 - a. Our numbers have dwindled slightly as circumstances such as work commitments or moving house have resulted in resignations. It isn't that people have just given up the group.
 - b. Some PPGs are in a much worse position than we are, having very few members
 - c. Currently we aren't able to talk to people and recruit them.
 - i. We have put posters up at the Vaccination Centre, with a contact email
 - ii. Any other ideas for encouraging new faces?
 1. Personal contact through the Vaccination clinic
 2. Talk to neighbours? Very much a Town Issue
 3. Practice website, virtual group (Mick and Paul)
 4. Put on surgery screens? Depends on how many people attend face to face appointments. Nothing to lose – Paul will put it on the screens
 5. Pop up vaccination clinics at Rosebery – brief opportunity to talk
 6. Put a poster on the Nurse cut out.
 7. Poster in local pharmacists' windows, all of them in the town.
 8. Mention it to the PPG Forum (Mick)
 - d. The situation isn't desperate but patient engagement is so important, we need their views

7) **Practice and Federation updates**

- a. Not much change since last time
- b. Main challenge – things are working. A little rebalancing, more people coming in
- c. Outwoods is now open. Nice
- d. Forest Edge opening will depend on new infections and if we continue to need a hot hub
- e. 2nd dose Astra Zeneca vaccine are due in Care Homes
- f. Busy last Tuesday after two Bank Hols but no more than usual
- g. Practice will continue to recover and restore.
- h. From April 1, usual clinics will be come back
- i. Covid – finding out if we are doing boosters and then on to the Flu season. A lot of vaccinating
- j. Responding to unusual circumstances e.g. news last night about offering and alternative to the AZ vaccine to certain groups, ensuring that all in the team know how to respond to patients' queries
- k. We are seeing increased hesitancy in take up as we worked though the cohorts
- l. Everyone is really tired. Should improve over the summer

m. Q&A

- i. Q – Everyone is exhausted we can see the GPs doing a lot of work at the Vaccination clinic. How is the rest of the team coping?
A – Remarkably well. Very positive. The *type* of appointment that we are seeing has changed, e.g. increase in mental health issues.
- ii. Q – Any early indications that Primary Care will be pulled into the Vaccine Passports that are being discussed. This would be additional admin work
A – There may be a clever technical solution, depending on the format, it *could* be OK but nothing has come through yet
- iii. Q – Are we using Social Prescribing? For Mental Health concerns, and if so, is it working?
A – Yes, we have and it does. Some of their time is spent vaccinating
- iv. Q – We were told at the Vaccine centre that a 'pop up' bus vaccinating people in the market Place was about to appear. Did it happen?
A – No – snow in the forecast. We are looking at areas of the town where vaccine take up is lower, a bus might be the answer for some, when the shops are open, therefore more people about
- v. Comment – People who are hard to reach are being contacted e.g. a session for homeless people, where food was available to give out. A vital piece of work.
- vi. Text links are being sent out, to book appointments at the hub. Will increase as we drop through the cohorts. For it to work well we need reliable information about when vaccine is coming in.
- vii. Q – What is the refusal rate within the Practice?
A- getting higher can't tell precise numbers only about 150 or so who have said that they don't want it. 75yrs and above, very rare. Paul will ping the exact numbers out

viii. Q – Dr Dempsey – the clinical lead for the Vaccination centre has spent a lot of time there. Has any concern been expressed by patients?
A - We have not had any concerns expressed – patients who would normally go to Dr Dempsey have seen other GPs

ix. Q – A neighbour was given an appointment for a second dose at the same time as booking her first. The second dose appointment was only four weeks hence. Is that right?
A – If we book a Pfizer first dose we can't give a second date as the vaccine is rarer and we don't know when we'll get it. If we book an AZ vaccine we can book the second, eleven weeks ahead as we have been promised the vaccine. We should not be booking four weeks ahead. The booking will be investigated

Thanks Paul for your information

7b - CCG Network meeting, Tuesday 6th April 2021

- n. Leicester, Leicestershire and Rutland CCGs are all forming into one CCG, as of April 1st, it will be known as an Integrated Care System. Would it be useful to have someone come to talk to us so that we know where we are? We are currently in Leicestershire West CCG, fairly local, with local knowledge.
- o. CCG communications team are now fully integrate. No longer a separate team for each CCG. Sue Venables is involved.
- p. The will be looking at
 - i. Engagement with patients
 - ii. Reset and Recovery
 - iii. A Consultation called 'A Step up to Mental Health'
 - iv. How is emergency Mental Health support made available?
 - v. Place Led – consultations and plans – what is the local knowledge now that that has gone. Very much see the PCNs as building blocks for the Place Led teams. At one stage coming into the Practice, there would be Health Visitors, midwives, doctors and nurses about, who had flexibility in contracts to be able to build services around local need. The vaccination centre is a good example of the PCNs coming together to provide a service for a place (Charnwood)
 - vi. Acute and Maternity reconfiguring – a big issue in Melton. Lots of work at LRI and Glenfield
 - vii. What is the future of the Network meetings? Used to have a quarterly meeting at the NSPCC, purely for West Leicestershire. A lot of value. At the meeting on Tuesday, a lot was said about issues in Melton, Rutland, places that we don't know about. There is a lot of value in having a local group such as West Leicestershire and even that is quite big. Would there be a big enough venue for the whole of LLR when we get face to face meetings again?
 - viii. How about asking Sue Venables to come and talk to us about the plans? Mick offered to contact Sue. Paul said that Dr Rao would be the clinical director closest to the Place Led team. Interesting to see how it would come together. Mick and Paul to confer.

8) Mini CVs for the Welcome Pack

- a. It may be a good idea to review our mini CVs for the Welcome Pack as they may need a little tweak.
- b. Please send any changes to Carole.

- c. The CVs are kept for sharing with Group members and not shared more widely, such as the Practice website.

- 9) **Project groups are on the back burner for the time being**
- 10) **Date of next meeting – May 13th meeting is cancelled. But do please attend the meeting of the Charnwood PPG Forum (Locality Group) on May 5th at 2.00pm. Andy Williams will be our visiting speaker.**

The next meeting after that will be on June 10th, when we have the Admiral Nurses. If in the meantime there is anything that we need to communicate, we will email round

- 11) **AOB**
 - a. On Saturday 17th, Sunday 25th April and June 5th there will be vaccination clinics at Rosebery. We are looking for two volunteers to do some marshalling, 8.00 am to 12.30 and 1.30 – 5.30 pm. Mick and Dorothy will cover Saturday 17th a.m. We have one volunteer to cover the afternoon. A person from Shepshed Forest House has volunteered to help on Saturday afternoon, so we need one other person. Anne offered. Helen offered to go on the team. Mick will check dates and availability.
 - b. Vaccinations are still being offered at the Council Offices

- 12) The meeting closed at 18.05

Many thanks to everyone for attending and to Paul for setting up and facilitating this meeting at the end of a long working day.

Minutes agreed and signed as correct..... (Chair) Date.....