

PPG Minutes – Virtual meeting 11th February 2021

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

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

Mick welcomed us to the meeting, our first of the year. A special welcome to Gary Farnfield, responsible for Community Fundraising for Rainbows. It seems that we will be meeting virtually for the foreseeable future.
- 2) **Those present.**

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

Peter Lewis
- 4) **Approval Of Minutes and matters arising**

The minutes of December 10th 2020 were approved.
- 5) **Visiting Speaker – Gary Farnfield**
 - a. Rainbows is the only children's hospice in the East Midlands.
 - b. In normal times, Gary spends a lot of time out and about raising funds, supporting fund raising events.
 - c. It's a most amazing place – Gary has been there for six years.
 - d. Looks after children and young people from new born to young people thirty years old. They all have a life limited conditions and the aim is to give them and their families happy memories.
 - e. Opened in 1994 – by Gail and Harry Moore, whose daughter, Laura, had leukaemia and they realized that there was nowhere for parents of young people to find additional support, either in hospital or at home.
 - f. Rainbows help parents to get a chance to be mum and dad.
 - g. Called Rainbows because that was one of Laura's favourite things.
 - h. Serves all of East Midlands from North Derbyshire to Lincolnshire and Northants.
 - i. Normally families will come to the hospice. Currently, they are working differently.
 - j. Currently, Rainbows is looking after
 - i. 456 children and young people who have a life limiting condition
 - ii. 60 bereaved families
 - iii. 113 siblings between 5 and 15 years old
 - iv. Have offered 1337 bed nights over the past year (respite)
 - v. And provide outreach and hospital services. Has developed quickly because of Covid.
 - vi. Has a Neonatal nurse
 - k. Respite care,
 - i. Offers four short breaks per year, where families live in, at no charge.
 - ii. There is a music room, hydrotherapy pool, art room
 - iii. Families can stay and join in or go home and have a break.
 - l. Bereavement care and support is given as long as is needed.

- m. Normally there is an annual open day followed by a Remembrance service. Last year this was offered on line.
- n. The hospice is open, hasn't close because of Covid.
 - i. Providing end of life care
 - ii. For young people, Rainbows is supporting the NHS with a step down service. Some may not have a life limiting condition but have been discharged from hospital to a safe place.
- o. Respite care at the hospice isn't a safe option at the moment, so home visits are offered. Full PPE is worn, including scrubs featuring cartoon characters! Very child friendly.
- p. Virtual support is offered to families, and the children in the hospice are also in contact with their families and each other
 - i. Virtual Christmas party last year! With gifts having been sent previously.
 - ii. Arts and crafts can still happen online as can bereavement support, which is offered to anyone who has lost someone due to Covid.
- q. There was then a short video of Steph who talked about her role in supporting at home.
- r. Funding – costs about £6.2 million a year, 15% from the government
 - i. Income comes from NHS England, Government grant, CCG, Voluntary fundraising, lottery, shop, events, and pennies in a bucket.
 - ii. There has been a loss of income but people have still donated.
 - iii. We are very grateful for every penny.
- s. How we can help
 - i. Organize a fundraising event within Covid rules
 - ii. Leave a gift in your will
 - iii. Become a volunteer
 - iv. Rainbows lottery
 - v. Donate items to the Rainbows shop
 - vi. Have a collecting tin at work, church, school
 - vii. Take part in a Rainbows event
 - viii. Find details at www.Rainbows.co.uk
- t. If anyone wants Gary to talk to their group, he can be contacted through Mick. Many thanks to Gary, Rainbows is a wonderful place
- u. Q&A
 - i. Q – Many years ago, H worked as a secretary at Rainbows. It is a wonderful and happy place. Such impressive work with children with life limiting conditions and their siblings
 - ii. Q – Have you a professional relationship with LOROS?
 - iii. A – We do, when our young people get to age of 30 LOROS is one option for them. We have clinical and educational links. We are two different charities but we do linked work with one another.
 - iv. Ian and Sue take part in fundraising events, great fun. We would like to see the photos
- v. Many thanks to Gary, if anyone wants to get in touch, to help with fundraising that would be very much appreciated. We will try to pass around Rainbows contacts.

6) Practice and Federation updates

- a. An update from Paul was circulated recently. Thanks, Paul, for doing that. The Federation part was circulated to the Charnwood PPG Forum too.

- b. Things are going pretty well in the Practice. Big changes we have had to make are fewer and we are getting much better at dealing with things such as staff isolating or having to work at home.
- c. Staff have been through appraisals and are OK. Staff in good spirits.
- d. Day to day, a nice pattern, working well.
- e. All background processes are still happening, such as compliance tasks. Working is returning to more normal.
- f. Partners met a couple of week ago to think about things going forward, how we want things to look... We don't see a sudden moment where things are back where they were, but we see a gradual process. Looking at returning Forest Edge and Outwoods as we don't think that we will need 'hot hub' provision. We have a clear list of decisions that we need to make.
- g. Vaccination is taking a huge amount of energy but no one minds because it is brilliant.
 - i. Patients are referred to Charnwood Borough Council Centre.
 - ii. More Astra Zeneca vaccine is being delivered so we have held clinics in house in the main waiting area. 390 jabs one day, 350 another.
 - iii. Our staff have been trained in using the computer system.
 - iv. Staff have been amazing, readily volunteering to work a shift on a Saturday. These clinics have worked really well.
 - v. Pfizer vaccine has to be used within three days of delivery.
 - 1. We got a delivery on Monday/Tuesday last week, which isn't ideal for us.
 - 2. We ran out of capacity at the council and therefore we mobilized a 'satellite' in Rosebery Infants School.
 - 3. The 15 minute observation is a logistical consideration. We gave 224 Pfizer vaccinations in the Infants school yesterday.
 - 4. That provision will remain in place and we will be able to mobilize that provision again if needed.
 - vi. Charnwood Borough Council has been doing really well, at the end of the day yesterday 12941 vaccinations given. Hoping to do another 400+ today.
 - vii. You can add on 700 – 800 vaccinations given in our practice.
 - viii. We are doing well in Charnwood.
 - ix. Age cohorts – target to complete cohorts 1 – 4 by Monday 15th February 2021. We are well ahead of that and now open to cohort 5, 65 – 70 year olds. We keep working through as quickly as the vaccine is delivered.
 - x. Our practice has completed vaccinating everyone who is housebound who wanted one and we have completed the Care Homes that we are responsible for. Currently there is no plan for revisiting when new residents move in. A new challenge!
- h. Q&A
 - i. Q 1 - What is the refusal level?
A – I have put in only 20 disclaimers so far, very low. We are finding requests for either Pfizer or Astra Zeneca but we find it difficult to accommodate a choice. Uptake has been phenomenal
 - ii. Q 2- I went to Southfields, very efficient, calm
 - iii. Q3 – I hear a lot. Are the two vaccines equally effective? Does the Astra Zeneca require a 15 minute observation?
 - iv. A – The Astra Zeneca doesn't require a 15 minute wait but the recommendation is not to drive within 15 minutes. Pfizer requires 15

minute observation. It would be helpful if it was removed but there must be good reasons why it is there. If that will remain for the second does, we don't know. No guidance as yet.

- v. Effectiveness? Remember - I am not a clinician. This matter arose because some places in Europe limited Astra Zeneca to under 65s. There *is no data* to prove that Astra Zeneca is less effective in people over 65 but there were not enough people in the study to prove that it was equally effective. Gaps in the data. The UK government position seems to be that either vaccination is better than none. The guidance is that you should have the same vaccine for your second vaccination and in the same place, but this week, studies are looking to see if you can have a different vaccine for your second. It will be interesting to see the results. Current plans are to give the second vaccine within 12 weeks, contact will come from the practice or the Federation. Some places are booking the second vaccination when patients book the first, but being able to honour that appointment depends on when vaccine is delivered. It could mean that having offered appointments, the vaccination centre has to ring round to cancel, if they don't get supplies. We are hoping that clear delivery schedules for the 12 weeks will come so we can start contacting people early on.
- vi. Q – We had ours at Rosebery. The operation was brilliant. Very impressed
A – thank you
- vii. Q – In the absence of further information, I sat in the car and observed myself for 15 minutes
A – We were worried about the car park filling up but we got away with it.
- viii. Q – BBC news a GP was saying that booking systems are not yet joined up so GPs contact patients who have already been vaccinated. I thought we were linked to a National system
A – Every vaccine centre enters that people have had the vaccination and the information should be sent to the GP overnight. The national system is called Pinnacle. Our clinical database is SystmOne. It seems that not all information is getting into the GP system all that quickly. The GP phoning list is only as good as knowing the up to date information. Letters are going out. Our Practice isn't that bad because we don't have a mass vaccination centre nearby, therefor patients aren't given a choice to go elsewhere.
- ix. Q – Extended hours, opening early in the morning and Federation appointments at Rosebery. Are they still happening?
A – Yes. Extended access early mornings, run by the Practice, have been suspended. An extra chunk of activity was extended hours, provided by the Federation and DHU at Rosebery. That's still happening evenings and weekends. Practice provision has been suspended. From April it will be for Primary Care to deliver. We are trying to work out what is the best way to offer those appointments. We may take some of these appointments back ourselves.
- Thank you Paul for a very open update. It's good to know that the staff are coping well, being well supported.
- x. Q – Photographs of doctors? New GPs and Staff? Could the website be updated to show photos?

A – I'll get the photo team onto it. We tend not to ask the Admin team but I think the GPs expect it.

7) **What It's like volunteering at the vaccination centre - Carole**

- a. I am fortunate to have been able to volunteer when the first clinics opened back in December and I have been doing it ever since. Its great fun, there is a great vibe
- b. Thank you to those of you who have said what an efficient process it is.
- c. You are welcomed by a volunteer at the front door and asked about any symptoms
- d. Then you move through the service through
 - i. registration, where your details are checked
 - ii. Consent, where your medical records are checked thoroughly by a clinician and you are asked if you wish to go ahead
 - iii. You are given your vaccination and then taken to an area where you are able to sit for your 15 minutes observation, where marshals and the on duty doctor check to see that the patient is feeling OK.
- e. Some people come in who are very anxious and that often comes out in little jokes. The banter is lovely.
- f. A lot of people say they don't feel the needle.
- g. It is a wonderful experience to be able to help people through this process.
- h. I have worked with a lot of different volunteers from all walks of life. I worked with familiar people today and we found that the process was very smooth, dealing with people sympathetically and professionally.
- i. I am amazed about the welcome from the Health professionals that we have worked alongside, GPs. GP associates, PCN social prescribers, PCN pharmacists, retired people. There is no 'distance'. They are all very friendly and inclusive and we are counted as part of the team, which makes it very pleasant.
- j. I have heard only good comments.
- k. Before Christmas we were welcoming people who hadn't been out of the house for a year, missed their families and were so grateful to be receiving the vaccine. It is such a privilege to be able to help.
- l. We try quite discreetly to keep the flow going smoothly, slowing things down if there are holdups anywhere, to ensure that there is no overcrowding and social distancing is maintained.
- m. I feel lucky that I was in a position to be able to volunteer, not everyone can as they have their own family considerations to think about.
- n. Huge thanks to the public who are coming for their vaccines, without which, we would never get out of this!!!

8) **AGM – next month**

- a. Missed it last year.
- b. We rolled over the Chair, Vice Chair and Secretary roles into this year. The group will need to have a discussion about whether to do the same again.
- c. Carole and Mick are willing to stand, but Roger has indicated that he doesn't wish to seek re-election. We also have to fill Alison's position on the Management team.
- d. Thank you to Roger, who has been Vice chair for many years now – has always been a wise sounding board. Roger has indicated that he is happy to stay in the group.
- e. *It was agreed unanimously by a show of hands that Mick and Carole should continue in the roles of Chair and Secretary for the foreseeable future.*
- f. Appointment of Vice Chair, following as well as we can our normal recruitment process. Paul is very happy to accept nominations on email. The procedure

suggested was explained by Mick and was agreed unanimously. It was circulated to the whole group by email on Friday 12th February 2021 (see below)

g. Many thanks to Paul for helping us in this way. One extra job among many many calls upon your time.

- 9) **Project groups are on the back burner for the time being**
- 10) **Date of next meeting – March 11th AGM. At 5.00pm**
We have two visiting speakers from the Primary care Network, a Social prescriber and a pharmacist. It will be very interesting
- 11) There was no other business
- 12) The meeting closed at 18.30

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

This Email was sent to the Group about Vice Chair elections on Friday 12th February 2021

PPG Annual General Meeting March 11th 2021.

At the PPG meeting last night 11/2/21 we discussed the appointment of the Chair, Vice Chair and Secretary for the group for the coming year. Both Carole and Mick stated that they would be prepared to stay on in their respective roles until a time when we can all meet again in person at a meeting when we can discuss more fully. All members present on the Zoom call were happy with the proposal.

However in relation to the position of Vice Chair, Roger indicated that he does not wish to seek re-election for the coming year, due to some health reasons which he shared with the meeting. We therefore need to put into place an arrangement for an election, which is more complicated using Zoom, but also providing an opportunity for those members who cannot join the meetings by this means. The following arrangement was agreed:

- Any member can nominate themselves for the position of Vice Chair. If they do so they should seek another member to second their application.
- Any member can approach another member and with their permission nominate them for the position. In this case they will need to get someone in the group to second the proposal.
- All nominations must be sent to Paul Hanlon by the latest **5pm on Thursday 25th February 2021.**
- If more than one nomination is received, an email will be sent to all members identifying the names of nominee's. All members are then asked to vote for their preferred choice. This should be done by emailing Paul Hanlon by **5pm on 4th March 2021.** This will enable us to have an outcome ahead of the AGM.
- In all emails to Paul please put in the email subject heading **PPG.** This will help Paul to identify emails quickly in the high number he gets every day.

Thank you to Paul for helping out with this process. I am sorry if the arrangements are a little complex, but it seems the only fair way we can progress the matter to allow all of us to take part in the procedure.

Finally, a big thank you to Roger who has held the position for such a long time. During this time he has played a major role in moving the PPG forward and undertaken the role as Vice Chair. I am pleased that he has agreed to stay in the group, and as always look forward to his valued contributions in all we do.

Thanks and best wishes to you all, Mick

