

PPG Meeting Monday 7th December 2020

Persons Present

Sara Heywood – PM / Amie Sutton – Duty Manager

PPG Members

Minutes from last meeting – no issues

Practice Updates

Practice have implemented one-way system inside the practice along with socially distanced workstations for all staff to ensure their safety is being met. The intercom is also now in use, hand sanitising unit outside should anybody wish to use, as well as chairs to sit. If a patient would prefer to wait in their car whilst waiting for a clinician this is something we encourage. Track and trace does not apply to us due to Government guidelines as we were correct PPE and social distance.

The demand from patients always exceeds what we can supply, hence why we signpost to make sure patients are well informed and signposted to the right service. As highlighted before we now have a range of different health professionals, meaning a GP is not always the best option. The GPs are working in house doing telephone and video calls as per the directive from NHS England. This was always in the pipeline to be performed however it has been accelerated due to COVID. The practice has not stopped seeing face to face patients although the media states otherwise. We are working hard continuously to deliver and meet where possible the demand.

We have had patients recently being quite aggressive towards staff in their tone and manner, due to them not being happy about waiting outside, exchanging information via the intercom, or telephone calls. One thing to remember is this is not by choice this is by there being a national pandemic to ensure patient and staff safety. If we could open our doors and be quite happy that all staff and patients were safe, then of course we would. Reminder this is not us being awkward.

NHS Website to leave a review – we have found it goes to a private care provider – CCG and NHS digital trying to work the problem out – however this why we do not have any reviews!

Network Update

The practice is currently working closely with the network to deliver the flu vaccinations for patients aged 50-64. As this is being led by government and department of health and social, we are reliant on our network for their stock resource. The additional co-hort is being invited slowly in conjunction with the amount of stock we are allocated. We have completed several Saturday clinics, early mornings, lunch, and evening clinics for flu to be accessible for all.

Covid Vaccination Report

Covid vaccination site is yet to be 100% confirmed so cannot give too much information now due to ongoing discussion with the CCG.

The networks have been working with NHS England and the CCG to deliver the programme – going to be lots of vaccination sites and community-based sites around the country. The network has fought for our allocation of COVID vaccinations to be on a community site. Initially we tried to run it

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the same way as flu vaccinations- issue is lots of different vaccines at present – all have time sensitivity and storage issues meaning we would have 3 and a half day to recall patient getting them booked in and giving them the vaccination (very short time span), so may not be plausible. Although we do have logistics and operations processes are in place, we will not be starting next week as the media suggests. The practices within the network have been asked to recall our own patients. The sticking point now is booking the appointment and recording information – because its national directive their systems are not compatible with GP practices.

When you get to the site who will be vaccinating – we do not have capacity to take away staff to deliver this programme. Covid vaccination recruitment centre is being run through the PCN should anybody wish to help. The network has received from current staff overwhelming amount of support so we are hoping the vaccination site will be ran by all GP practice staff from the network.

The network is working with community transport to put shuttle buses on; however, the site will be accessible via public transport and have car parking facilities.

Christmas and New Year Practice arrangements

Over the Christmas and new year period the practice will be closed; 25th December 28th December and the 1st January 2021. When the practice is closed patients need to call NHS 111 for any medical issue including running out of medication as they can arrange for your medication to go to a chemist near you.

Normally we do mission Christmas every year, however we are unable to do this for safety reasons. We are doing a reverse foodbank instead this year for Penwortham foodbank. In the assessment tents at the front of the building there will be baskets for the community and staff to donate any food items they wished to which will be transported at the end of the day.

2021 Meetings

The following dates have provisionally been noted for next year:

- 22nd March 2021
- 21st June 2021
- 20th September 2021
- 6th December 2021

These meetings will remain virtual – Amie will contact David for the patients wishing to join in on the discussion so that a Microsoft teams invite can be sent in advance.

Thankyou

The practice is very grateful for your support and offering to be a contact should a patient wish to speak to a member of the patient participation group. We are going to update our website with this information. As mentioned, the NHS website to leave a review is currently down due to what looks to be a technical error, however we are working closely with the CCG and NHS digital to get this problem solved. In the meantime, please carry on promoting and supporting Longton Health Centre through these difficult times and remind everybody to be kind 😊!