



Three Shires Patient Participation Group Zoom Meeting

Date: Monday, May 17th, 2021.

Present:

Janet Spence (chair)(M), Clare Watts (sec) (W) Sue Baxter(W),
Maureen Hurcom (P), Pam Golton (W), Jackie Vincent (W),
Mike Hatch (P), Jean Purnell (M), Henk Smit (W)
Brenda Claxton (W), Erica Lawes (C)
Mandy White (Practice Manager) , Richard Greenway (Managing
Partner)

M=Marshfield, P= Pucklechurch, C= Colerne , W= Wick

1. Apologies.

Rachel Hawker, Dawn Brooks

2. Minutes of Last Meeting and Matters Arising

The last meeting was the AGM. Mike pointed out that the Carers' Forums are not funded from the £75000 given to the PCN this will be amended in the minutes.

Wendy Fletcher will take up a post as a pharmacist within the Practice.

3 Report from Mandy White and Dr Richard Greenaway.

As mentioned above Wendy Fletcher has begun her induction as a pharmacist for the practice; there will now be some pharmacy cover every day at all surgeries.

The carers' clinic is being held every second Wednesday of the month. Neil Macintosh can see up to 4 patients that have been referred to this clinic. There is a referral pathway for clinicians however, patients can ring and request to

be referred. Neil contacts the patients directly from information given by the surgery.

Dr Richard Greenway updated us on the Covid vaccination programme which is going well with 95% of all people over 50 having had at least one vaccine and 90% of over 70 having had both vaccinations. The practice is now offering vaccinations to 35-40 yr olds.

He explained that the Astra Zeneca has caused problems and that now the only alternative is Pfizer and this depends on its supply. Supply was slow in April therefore the programme concentrated on second vaccines.

With regards to the covid situation, he explained that we must still be cautious as there are still some people over 50 who have not received their second vaccine. The surgeries will still continue with their triage system and follow the hands, face, space rule especially in waiting rooms but they will have face to face consultations with patients who need this as they have done throughout the pandemic. The surgeries are "very much open."

Clare acknowledged this and said that she knows from experience that if you need to see a doctor, you will be seen. She also praised the reception staff for their work. This was echoed by Mike.

The surgeries are much busier as many people who have had hospital appointments are referred back to the GPs for blood tests and ECGs rather than given them at the hospital. This has added pressure. Hopefully this can be alleviated by the appointment of more healthcare staff.

This financial year, it is hoped that there can be some additional mental health resources put in place linking mental health with social prescribers.

Janet mentioned that some people who try to postpone their vaccine appointment are finding it almost impossible. They don't like to contact the surgery as the text message discourages this. Dr Richard said that if the option of *CANCEL* is pressed, it will then give you other options. As people are reluctant to press *CANCEL* in case it means that they will not be given a vaccine. A discussion took place regarding the difference between cancel and postpone and *not want (now)* and *not want (ever)* as if the option of *not want* is pressed, you are taken out of the vaccine programme altogether.

Dr Richard reassured that if people do experience problems, they can phone the surgery. It was suggested that some form of explanation along with a change of/ addition of text to show *POSTPONE* and *REBOOK* might be helpful. Dr Richard pointed out that unfortunately, due to vaccine supply, it is impossible for people to rebook very far ahead.

Mandy will send details of an appropriate message regarding this that can be sent to local newsletters and other local communication channels.

Action: Mandy

Janet asked about a booster vaccination in the Autumn and the possibility of this taking place locally rather than at Downend. Dr Richard said that discussions are being held but many things need to be sorted for this to be a possibility and Covid issues are still changing. It is hoped that the annual flu vaccine can be delivered in each surgery but if there is to be a booster Covid vaccine the problem of storage of Pfizer is still an issue for surgeries. Hopefully, by the Autumn there may be other vaccines available and so there could be a booster given especially to very vulnerable people.

Mike is collating an extra newsletter to come out as an update. It will include articles from a pharmacist and physiotherapist as well as information about the carers' surgeries. Mike is also providing carers' packs for each practice to distribute as needed. There is an issue with carers from Colerne as they are classed as Wiltshire carers.

Action: Mike

4. Village reports.

Colerne

Erica reported that life seems to be getting back to normal but that patients from this surgery are being asked to go to Downend for more things an example being diabetic screening She asked if it was possible for such patients to be referred to a Wiltshire clinic.

Wick

Sue reported that now most people who used to have their prescriptions delivered from the surgery by her group of volunteers are happy to collect. Pam also said that this was the case for the people in Dyrham and Hinton.

Pucklechurch

As the need for delivery is much less now, Pucklechurch surgery now get in touch with Maureen if they need a prescription to be delivered.

Marshfield

As people are now able to move freely, all deliveries of prescriptions have stopped.

5. Future Events.

Memory Cafes

These were thought to be a good idea but rather than a surgery to hold them, it was suggested that a venue that already has catering facilities would be better. Mike is happy to research venues. Funding for such events would be difficult but it was suggested that we get in touch with Southern Brooks Community Partnership regarding this.

Action: Mike

Bereavement Groups

These could be set up as less formal meetings but rather as coffee mornings. Janet had previously sent details of bereavement support training which could help those who are considering starting such a group.

AOB.

Henk reported that there have been difficulties requesting a repeat prescription. Dr Richard said that there is various online access for this but it is better to use the Patient Access app or the NHS app.

12. Date of Next Meeting.

After a discussion, it was decided that we should try an evening zoom meeting in the hope that more can attend.

Next zoom meeting to be held on Monday September 13th 7.00pm.