

Price's Mill Patient Participation Group (PPG)

Meeting held at 11.00 on Thursday 21st January 2021 on Zoom.

1. Welcome and introductions.

1. Angie Spooner, Stewart King (chair), Marilyn Miles (secretary), Betty Young, Paul Young, Mike Kelly (Nailsworth Town Council representative and Deputy Mayor), Suzi Colley (Practice Manager), Sally Millett, Dr Sampson (GP who has replaced Dr Meikle on the PPG).
2. Stewart introduced himself by saying that he had been part of Locking Hill PPG until he moved to Nailsworth. He has three adult children, lives on his own and is a school governor. He is a low user of health services.

2. Apologies for absence. Richard Easthope.

3. Notes of the previous meeting on the 9th of September 2020 were accepted without change.

4. COVID-19 – update and issues.

1. Suzie said that the practice had adapted quickly but it has been very challenging especially across the county. They started vaccinations as part of the Severn Health primary care network (PCN). This was a lot of work to set this up, but it is now covering those 75 years and older. There have been many iterations to the services sometimes several times a week, especially with directives from above - NHS England and Gloucestershire CCG.
2. Betty asked if the fact that Stroud district had the lowest rate of infection in the county had affected the supply of vaccines. Dr Sampson said that logic does not come into it; they cannot request vaccines, but they accept whatever comes in.
3. At the beginning they were telephoning each patient who is over 85 and then the group 80 to 85 in order to book an appointment. If something delayed the booking e.g. wanting a different vaccine, being unable to contact them, the surgery would try more than once. If a patient declines (very few) they come off the list but could always change their mind. Of the over 80s only 6 patients had not been contacted.
4. This week the PCN had a new system whereby the person is sent a text, and they can book directly on the website. The surgery can see who has booked and who has been contacted. It is recognised that everyone who has a mobile may not be able to access the appointment system. If within two days the person texted has not replied then the surgery will ring them. It therefore helps for the surgery if they have the mobile number of patients and also if it changes.
5. There was discussion about over 80s not answering the phone – maybe they were concerned about scam calls or it could be that they are staying with relatives. In these circumstances would value a temporary number. Nationally, the system can work out who has not had the vaccination and they will be sent a letter from the centre.

6. Concern was expressed about people with learning disabilities and also people living with dementia who might not respond to invitations for a vaccine. It was felt that people with learning disabilities were most likely to have a carer or relative and that contact number would be known to the surgery. For people living with dementia, the surgery nearly always has the name of the next of kin with permission to speak to them.
7. In terms of the second vaccination a few received this if their first one was in December and they got the second before the policy was changed (early January). Some PCNs went against national guidelines, but this was not the case in Gloucestershire. In the Berkeley PCN they gave the second injection to those who had appointments on the 4th and 5th of January and then cancelled 2,300 appointments for the second vaccination in order to fit in more of those who were due to have their first injection
8. Sally Millett asked about people who were unable to get out and whether this person would get the vaccination. Dr Sampson said that if this person is registered at the surgery as housebound then they will go and see her. Up to 2 weeks ago another agency was doing the housebound people but this has now changed back to the surgery.
9. In terms of the availability of vaccines Suzi said that within the PCN some surgeries were slow in getting started and were up to 6 weeks behind. Price's Mill is now in wave 3 which is the 70+ plus the CEV (clinically extremely vulnerable) people. Once this is done there is likely to be a slight slowdown because vaccines are going to be available in local pharmacies and mass vaccination centres. The surgery has a clinic at Beeches Green (the centre for our PCN) on Saturday 23rd with 825 slots and also the following Saturday when they expect to have the same number available.
10. Stewart said that at the county level Gloucestershire feels that it is on target to meet the top 4 priorities (The over 70s, health and social care staff, those in care homes, and the clinically extremely vulnerable)
11. Price's Mill have tried to maintain organising vaccinations as well as running the rest of services. For the last six weeks of 2020 they could only offer on the day appointments. However, since early January things have been similar to last year and from the patient perspective things are more predictable. Some patients had put off coming to the surgery especially if they were CEV. In December Dr Sampson felt that they had seen "all of Nailsworth". Despite demand, they have never shut the doors throughout the pandemic. The message to give is that if any patient has any concerns they should contact the surgery.
12. For the last 5 or 6 years there has been no triage system as they have found it more efficient not to use it. This meant that people can see a doctor for urgent appointments on the day, or within one week for a doctor of their choice. With COVID-19 there were national procedures which meant they had to change things, but they have now returned to their previous system.

5. Feedback from the Stroud and Berkeley Vale PPG network meeting and PPG county meeting

1. The S&BV meeting was mainly about COVID and vaccinations and so some of the agenda items were not covered.
2. The County meeting made reference to the new local hospital in the Forest of Dean (likely opening date 2023) and as well as much about COVID-19. It also covered the likely changes in services at Cheltenham and Gloucester hospitals whereby specialisms will be concentrated in one or other of the hospitals. So far feedback from this consultations have been positive.

6. e-consult.

1. This is a national initiative whereby patients can book appointments via a website. Some practices have moved to having only e-consult. The problem with this is that if the person is unable or unwilling to use the Internet then they ring the surgery, and the receptionist puts the data into the portal. This delays things. Our surgery has felt that they would prefer to use e-consult alongside the existing systems. The national implementation of this has been delayed because of COVID-19. Dr Sampson is keen that this should be introduced as an additional system and his work at the county level has indicated that there are alternative systems to e-consult for example in Birmingham.
2. There was discussion about patients who choose to be registered with an online GP service. The problem is that it destabilises the funding regime for the practice and could lead to unintended consequences.

7. Lloyds pharmacy

1. It is felt that generally the service from the pharmacy in Old Market has improved and is less chaotic. Paul said that he had signed up for the delivery service from them for which they now have to pay. However, because delivery is shared with other people in Woodchester Valley Village the cost is fairly modest.
2. There were suggestions made about how to make the system work to the patient's advantage e.g. calling three days after ordering online for repeat prescription, knowing when the prescription came from the surgery as this as scripts are ordered by date within the alphabetical letter. Marilyn has since discovered that when ordering online using system-one it is possible to order 10 days before the due date. This gives us time to make sure that the scripts and arrive in time at the pharmacy and drugs are available.
3. A question was asked about online prescriptions. Dr Sampson said these work well 95% of the time because it is dependent on the post. If there is a delay in the post, then the patient contacts the surgery who have to issue an emergency prescription which adds to the surgery workload. When the drugs are delivered the patient then has twice the amount of medication that is ordered. Marilyn has continued to use the local Lloyds on the basis of "use it or lose it". Sally felt that the pay delivery service was expensive if you were on a low income and so she has helped her neighbour by collecting their prescription. It is thought that the community hub set up by Nailsworth Town

Council is back in operation and so delivery of prescriptions and, if necessary, food is being organised by volunteers.

4. We agreed that there is no longer a need to keep this item on our agenda.

8. Flu vaccinations

Mike asked about whether flu and pneumonia vaccinations were still continuing. Suzie said this was the case and they have enough for those who are over 50 and have long-term conditions. Those over 75 are offered a pneumonia injection as well as the flu jab. They try to do them at the same time, but sometimes they run out of the pneumonia vaccine.

9. Dementia Friendly Nailsworth (DFN)

1. Suzi will find out who the lead GP is for people living with dementia.
2. All surgeries in the county have a Community Dementia Practitioner linked to them. The practitioner for Price's Mill is Jade Taylor. Jade works alongside the surgery to provide annual reviews but will also pick up brief intervention work for people with dementia and carers. She also covers Rowcroft surgery.
3. The Red Folder (produced by the Managing Memory Service) is a set of documents given to a person recently diagnosed with dementia and/or their carer. The surgery was uncertain if they had a copy and Marilyn agreed to have one sent to Suzie.

10. Any other business

1. Paul asked about repeat medications and their review, in particular when it is necessary to have a blood test prior to the review. The usual system is that the patient would be called in for a test or examination. Because the admin team have been weighed down with a vaccination program, the surgery has decided that if the person is clinically sound they will delay these tests by 2 to 3 months. Paul also asked about getting the results of any tests and the general view is that "no news is good news". The patient can always check by ringing the surgery or from their online records.
2. Stewart asked a general question about how the PPG works and whether there needs to be any redirection. We feel that we do not reach a wide group of patients and appreciate that changing this may have to wait until after COVID-19 has died down. We are concerned that the representation is very limited from those with young families or those who are middle-aged and working. It may be that time of the meeting could enable more to join in or if more were done by Zoom. Paul reminded us that in the past we have had "mass" meetings at The Arkell Centre e.g. one on food and nutrition for which there was a large response. He had heard about dog trainer who is working over the Internet and wondered if this would be a possibility for discussions about bringing up children or for carers. (addendum – Gloucestershire Carers' Hub already provide this)
3. Questions were asked about whether children and in particular young people can be seen by the doctor alone. Suzie said that they could come in without a parent if they wished although the surgery obviously takes into account any safeguarding issues. Being a small town it is thought that young people may

not wish to come to the surgery as they might be seen sitting in the waiting room. Dr Sampson said there was no barrier to young people coming on their own but there may be a perception that it is difficult. Some surgeries offer drop-in sessions for young people and this may be on offer in the future. The video conferencing for consultations could also be an option. In the past this PPG has worked with the local youth club and a visit was arranged for the younger members - up to age 11 - to come to the surgery and have a look round with Dr Meikle and find out what how the surgery worked.

4. Stewart asked whether a system that was used in Locking Hill could be repeated at Price's Mill. At his previous PPG meetings they had reports about the number of complaints and whether there was any learning from such feedback. Price's Mill does not share information from complaints as a matter of course – they have internal processes and there is also governance by the CCG and the Care Quality Commission. This does not mean it would not be considered but they would like to proceed with caution.
5. Angela she said that she wanted to give a big thank you to the surgery especially as it has been a difficult time for her in particular.
6. Stewart will contact Suzi as the new chair to talk about how the PPG is working.
7. Marilyn agreed to write something for the Nailsworth news especially about the new system for booking vaccinations.

11. Date of next meeting

This will be sometime in May – and most likely by Zoom.

Marilyn Miles

Secretary of **Price's Mill Patient Participation Group**. www.pricemill.co.uk/ppg.aspx

31st January