



Minutes of Danebridge PPG Meeting

Date: 23 July 2020

Venue: Virtual meeting via Zoom

Present: Amanda Skelding-Jones, Valerie Mais, Monica Foster, Les James, Mo Morron, Russell Smith, Beth Hanson, Gilly Davis, Marie Hancock, Ellie Thomas, Lee Brown.

Apologies: Norma Broadhurst, Sheila Bowker, Alex Roof, Halle Roche, Maddy Heim, Nathan Holland, Isabelle Adamson.

1. INTRODUCTION

Mandy agreed to chair the meeting and welcomed participants.

2. MINUTES AND ACTION LOG UPDATE

The minutes for February and June were approved and the Action Log cleared.

3. PRACTICE UPDATE

- i. Beth reported that two new GPs will start in August. They will cover 6 sessions.
- ii. Three first contact Physiotherapists will start working from Danebridge Medical Centre. They will add to the existing service. All are experienced and will see patients, assess them and diagnose what further actions are needed. Funding is through the Primary Care Network.
- iii. The Nursing team is stable.
- iv. Two Customer Service Co-ordinators have resigned.
- v. Phlebotomy services will restart on 3 August.
- vi. Flu Clinic planning has started. The clinics will take place from mid-September using Kingsmead Medical Centre so patient flows can be managed effectively. The clinics will run Monday – Thursday during surgery hours. The aim is to vaccinate 5,000 patients.

Mandy said that it is difficult to predict what patient's behaviour will be after the lockdown. All appointments will need to be booked. Valerie asked if there were different vaccines for different age groups. It was confirmed there would be.

Ellie asked if the age range would be extended. Beth said the Practice had not been informed about this. If the age range is extended more vaccine would need to be supplied. (The age range was subsequently extended to cover over 50s)

Valerie asked if the private sector pharmacies would be delivering too. Beth said they would and there may be issues around social distancing.

Russell asked what the impact of Flu vaccinations on Covid 19. Marie said vaccination would not stop Covid 19 but by reducing the numbers who have Flu would take pressure off the NHS.

In response to a question from Mo, Mandy said PPG members would not need to help managed Flu clinics. The Practice will use its own staff. Mandy will keep PPG informed of plans.

ACTION: Mandy

- vii. Patient Survey – Mandy took PPG through the results of the survey highlighting areas where Danebridge did well – recognising mental health issues, support from local organisations to manage long term conditions and meeting needs once an appointment was made – and where there were issues – speaking to a preferred GP, phone contact and choice of appointment.

Ellie and Monica commented on problems around the small size of the sample, the constraints of the box ticking methodology, and the propensity for those with particularly salient recent experiences to respond.

Mo asked whether eConsult would improve access to a preferred GP. Beth said it could if that GP was working that day. Otherwise the focus would be on responding to a patient promptly.

Russell commented that issues around Sandiway could affect results.

In conclusion, Mandy said the Danebridge management team would be examining trends over the last three years to identify where there was deterioration in performance and where action is needed.

4. PATIENT FEEDBACK

Mo reported that she had been approached by Beverly Price, the Community Engagement Manager of CCG, to seek the involvement of younger members of PPG in a video on improving young people's use of and involvement in medical services.

The project involved the RCGPs and Youth Access. An "On-line Chat Room" will take place on 29 July to give more information. Mo, Alex and Nathan will join in.

Mo will keep PPG informed of developments.

5. LEG CLUB

Norma was unable to join the Zoom meeting. Lee read out a note she had provided informing PPG that she and Edward could no longer sustain their involvement in the Club. Unfortunately no one else came forward to take on their roles and the Club would need to be wound up.

PPG members praised Norma's dynamism and commitment in setting up and developing a highly successful Club which had provided excellent medical and social support.

6. FUTURE CAMPAIGNS

Mental Health – Beth reported that during the Pandemic mental health consultations had increased. She said more efforts are needed to support people and encouraged PPG to consider what it could do.

Ellie had reviewed the information available and asked how accessible the links are from the Practice website and Facebook. Mandy said the Practice will review availability.

Mo outlined the information she had drawn on in developing Stress Awareness material. Mandy will make sure this on Danebridge sites.

Ellie said there was need to find means of extending the range of individuals contacted. She recommended using text messages.

Russell offered access to the Sandiway and Cuddington Community website.

Mo said that once SJD College was back and social contact easier work could be done to help students cope with the impact of Lockdown.

Valerie pointed out that the isolation people had experience and the mental health issues it caused could lead to people losing motivation and enthusiasm, and not seeking access to support. The Practice needed to consider how it could make access easier.

Monica said that Lockdown had shown the importance of social contact. In our previous campaign 'Days' in surgeries a number of patients had said how valuable they found personal contact.

Russell suggested we needed to review the organisations identified as providing support to find out if they were still operating and what they could provide.

Ellie noted that 10 October was World Mental Health Day with the theme "Greater Investment, Greater Access", we should consider how we can be involved. Mandy will put the day on Facebook and the website.

PPG will decide what it can do at its September meeting.

ACTION: PPG

Mo reminded PPG that involvement in mental health issues needed long term commitment.

7. ANY OTHER BUSINESS

Les asked about the situation at Sandiway Surgery. Mandy said a business case will go to CCG wc 27 July. Three members of the CCG will visit the Sandiway surgery so they can see its location and built environment before the meeting to discuss its future. The meeting will be open to the public. Mandy will inform PPG of the date of the meeting.

ACTION: Mandy

8. NEXT MEETING

The next meeting is 17 September. Monica asked if it was possible to have a physical meeting at Danebridge. Mandy said it could be held in the large meeting room and social

distancing was possible. Those who did not want to physically attend virtually. Some logistical details would need to be observed to allow PPG members to enter and exit.

Mandy will provide details of the logistics to Lee for circulation.

ACTION: Mandy and Lee

Possible Agenda Items for September

- Mental Health Day Action
- Flu Clinics
- Sandiway Surgery