



Minutes of Danebridge PPG Meeting

Date: 17 September 2020

Venue: Virtual meeting

Present: Mandy Skelding-Jones, Gilly Davis, Beth Hanson, Monica Foster, Valerie Mais, Russell Smith, Mo Morron, Lee Brown.

Apologies: Sheila Bowker, Norma Broadhurst, Ellie Thomas, Les James.

1. INTRODUCTION

Mandy agreed to chair the meeting. She reminded PPG that she could not chair in the longer term since it should be done by a PPG member. Monica agreed to chair the next meeting if it was actual rather than virtual. It was agreed the October meeting will be held at Danebridge so long as the guidance on social distancing for Corona 19 does not change.

Mo said that Isabelle had decided not to continue on PPG. She also told that Alex would start at Liverpool University, Maddy at Manchester and Halle at Leeds. PPG sent congratulations on their success.

2. MINUTES AND ACTION LOG UPDATE

The minutes were approved. The outstanding items on the Action Log were reviewed.

3. PRACTICE UPDATE

- i. Covid 19 – At the request of CCG a text message had been sent to patients telling them how to keep safe.

On testing, Beth confirmed there were difficulties at the moment. The surgery cannot do them as yet. It was not clear if this would change.

Russell outlined the rise in numbers identified as affected in Cheshire West to 50% above the average at 29/100,000 and asked if the Practice knew the position in Northwich. Beth said it did not have that information.

Monica asked what the Practice's policy is on face to face consultations. Beth responded that the Practice would see patients without Covid 19 and a procedure was in place to safely manage the consultation process.

- ii. Flu Clinics – Mandy reported that the clinics had started on 4 September and since then 604 had been vaccinated and 2,128 booked, 200 had declined and 55 had used a Pharmacist.

Close monitoring is taking place of the procedures and numbers to maximise coverage while maintain social distancing. No vaccines will be available for the over 65s after 27 October 2020.

Monica and Mo had found the process efficient.

Invitations to the under 65s will be sent out on 23 September.

Vaccinations will continue to November.

Russell said there had been an issue with the phone message given to callers. This has been resolved.

- iii. Proposed Closure of Sandiway – a business case had been submitted to CCG. It was now being amended on the basis of feedback. The case would go the West Cheshire Overview and Scrutiny Committee on 12 October and then Primary Care Committee on 5 November. The PPG Chair will be invited to attend. Monica agreed to represent PPG.
- iv. The Practice is seeking to recruit a GP, a nurse, a Patient Services Co-Ordinator and two apprentices.
- v. Phlebotomy Services will be delivered every day.
- vi. The Warfarin Clinic will restart at Kingsmead on 5 October.

4. FUTURE ACTIVITIES

On Mental Health Mo reported back from a 'Cluster' meeting where the issue had been discussed. There was a focus on helping improve people's self-esteem and social contacts by involving them in a Community Garden project at Roker Park.

A mapping process will take place to identify all the community organisations that seek to help tackle mental health and social isolation issues with the aim of co-ordinating their activities and enhancing the coherence in approach.

Mo said all the organisations are positive on working together to support people. She will report on progress at October PPG.

ACTION: Agenda Item

Mo reminded PPG of the work the SJD students had done on stress awareness and asked if the QR cards were on the Practice's website and Facebook. Gilly reported that they were.

On numbers seeking support for mental health issues, Beth said that there had been a significant increase during the pandemic. She outlined the different levels of mental health problems and the nature of support available. There had been a reported increase in national funding but it is still to reach the local level.

5. PATIENT FEEDBACK

- i. An 89 year old had been called in for his 'MOT' and had had to wait outside for 20 minutes in a hot sun. Beth said this should not have happened. Receptionists should be alert to the issue. She asked Gilly to remind PSC of their role in identifying vulnerable patients who should utilise the waiting room.
- ii. Patients had been offered phone consultations at certain times but the calls had come much later. Beth outlined the system. Patients should be given time slots in the morning or afternoon. It was possible that a call would be late due to a GP having to deal with other demands. However the call log is always checked to ensure all patients have been contacted.
- iii. It was reported that prescription requests posted at Sandiway surgery did not have sufficient protection. A lining to the basket would improve security.
- iv. It was suggested that chairs are placed in the Danebridge car park for patients. Beth said there are safety issues in providing seating in the car park and told PPG where seats are available and that access to the indoor waiting area can be requested.
- v. The results of the survey of those patients' who had experience of consultations under Corona restrictions was requested. Mandy said feedback had been better than the national average.

6. ANY OTHER BUSINESS

- i. On MacMillan fund raising, the Practice is holding an internal event. No information had been received on wider fund raising.
- ii. The trigger for annual medical reviews was discussed.

7. NEXT MEETING

The next meeting is 15 October 2020 at Danebridge. Mandy will send out details on gaining access and procedures to follow.

ACTION: Mandy

Possible Agenda Items for October

- Mo on the outcomes of mapping.