



PPG Meeting

Date: 28 October 2021

Venue: Kingsmead Medical Centre Meeting Room

Present: Ellie Thomas, Les James, Valerie Mais, Mandy Skelding-Jones, Gilly Davis, Beth Hanson, Lee Brown

Apologies: Norma Broadhurst, Mo Morron, Laura Hudson, Christine Cookall.

1. Introduction

Lee volunteered to chair the meeting. He reported that there were two potential new members who were unable to attend this evening. They would be invited to the November meeting.

2. Minutes and Action Log

The minutes were approved.

On the Action Log:

2/21 Gilly will ask Frankie to provide definitive information on DNA appointment numbers.

3/21 Mandy had provided the number of Sandiway residents leaving the Practice in September.

She also briefed PPG on two complaints that had been received.

3. Sandiway Closure Planning

Mandy updated PPG on closure preparation. Plans are in place to remove equipment from the site. Communications will be issued next week on how sample collection will be organised, and further communication will take place on the system for booking appointments.

The long term intention is to sell the building and reinvest in the remaining Practice medical centres.

Patients are still being invited to appointments in Sandiway.

Les said the major impact of closure will be on single, elderly people who are not mobile. Mandy responded that the Practice would seek to be flexible in responding to needs and would utilise the full range of medical professionals for visits.

There was discussion on how we could help people get to the remaining Medical Centres. Ellie offered to research the availability of volunteer transport.

ACTION: Ellie

4. Flu and COVID Vaccine Updates

Gilly told PPG both campaigns are in progress. Demand is high and 24%(4,193) of calls to the Practice concern vaccinations.

In response to a question on invitations to attend for vaccination, Gilly said there was no need to receive an invitation. All patients who are eligible for a Flu vaccination can make an appointment on line or by phone.

Booster vaccinations for COVID 19 are taking place, and again, people can arrange for a jab on line. The PCN is organising vaccinations at a number of sites.

People who are immune compromised will receive an invitation for a third dose. They may also need a booster, in addition to this dose.

Beth informed PPG that COVID vaccinations could continue to mid January if all eligible people attend.

5. NHS Cheshire CCG AGM

Ellie had virtually attended the AGM. She briefed PPG on the matters discussed and the strategic objectives of the CCG until it is replaced by the Integrated Care Systems in 2022. The CCG remains the legal entity until it is replaced. She issued a Powerpoint slide on Strategic Objectives (attached).

Ellie said a Climate Emergency Champion had been appointed and outlined steps that will be taken to reduce the NHS contribution to climate change e.g. changing the type of inhaler used by patients, prescribing medicines with less plastic containers, reducing travel, requiring providers to have a clean air policy.

PPG thanked Ellie for attending the AGM on its behalf.

6. Practice Update

- i. The annual Practice PLT with the attendance of all colleagues had taken place, There had been presentations on long COVID, male domestic abuse and transgender issues. There had also been an Awards Ceremony to recognise those who had provided exemplary service.

- ii. The administration team would need to recruit as two PSCs had resigned, and two will retire soon. Adverts had been placed in NHS Jobs. Further adverts had been placed for an Occupational Therapist, a Practice Nurse and Assistant Pharmacist.
- iii. The Practice was refining its approach to Face to Face appointments and the criteria that PSCs could use to decide if a patient needed to attend and see a GP.

Since the Government's guidance was issued on Face to Face appointments the Practice, and the other Practices in Northwich, had experienced an upsurge in patient rudeness and aggression over the availability of appointments. The situation was being monitored and aggressive patients identified.

7. Patient Feedback.

- i. Gilly was investigating an issue that a patient had raised on a PSC attitude.
- ii. The issue of why GPs and other medical professionals did not want to work full time was discussed. Factors identified included the pressure, stress and additional demands full time professionals faced and the impact on their health and family life.

8. Any Other Business

Northwich Community Care Lead has asked Mo if she could identify SJD students to help with the patient flow for booster jabs at Kingsmead. Laura, Emily and Eva volunteered, and Mo had identified 10 other students to help staff the rota.

9. Closure and Next Meeting

It was agreed to move the meeting to 25 November at 4.30pm. The location will be decided closer to the meeting..

Possible Agenda items:

- Sandiway Closure Planning.
- COVID and Flu campaigns.