**Slaidburn Health Centre PPG meeting held on Wednesday 9 September 2020 via ZOOM**

Present:

Dr Amy Bonner

Mike Fairbairn

Kim Shutes

Vicki Wood

Heather Harrison

Sarah Hey

Paul Elms

Zoe Elms

John Ashworth

Bob Staples

Jackie Howard

Apologies:

Mary Beattie

Tracy Ankers

Lynda Stephenson

Val Sharpe

John Sharpe

Neil Webster

1. Welcome, introductions and apologies:

The Chair welcomed those present and apologies were read out. Apologies were accepted as above.

The Chair congratulated surgery staff in the recent success as being rated best in East Lancashire by our patients with a 99% rating as good.

1. Minutes of meetings held on 19 May 2020:

Minutes of the meeting held on 19 May 2020 agreed as a true record.

Proposed PE; Seconded VW.

1. Matters arising (actions):
   1. Mike had asked about the shielded and vulnerable patients; are their treatments being documented for the purposes of CQC. Dr Bonner explained that they are discussed in practice meetings and this can be evidenced in the notes from these meetings for the purposes of a CQC inspection.
   2. Regarding MyGP app; patients are being asked to consider downloading the app and that the surgery will add a clause to the new patient registration form to request new patients to download and to use the app.
   3. Mike explained that the CCG would be holding their usual annual general meeting on Wednesday 23 September 2020 and invitations are issued for registration to the meeting by Wednesday 16 September 2020. The meeting will be conducted using Microsoft Teams software which is easy to install and to use. Kim is happy to assist any member of the group needing help in this process.
   4. It has been suggested to set up an email for the use of the PPG. Mike reminded the group that data protection must be considered and that email addresses should be hidden in any communication. Vicky suggested using the save Slaidburn email list for communication purposes. (Post meeting it was decided that to ensure compliance with data protection regulations Vicky will email all on the list to confirm they still wish to receive communications regarding the Practice). The save Slaidburn email could also be used as the PPG email, to be discussed outside of the meeting.
   5. The save Slaidburn facebook page needs to be renamed. Discussion followed as to suitable names – Bob suggested that maybe we could find a name that was both creative and positive, perhaps along the lines of Making Slaidburn Health Centre Great. it was agreed to progress this outside of the meeting.

See updated action plan.

1. Dr Bonner updates:
   1. Flu immunisations are to start (over 65’s in the first tranche) in the Health Centre on 24/29/30 September 2020. Other venues had been considered however it is not possible to man the surgery and conduct the immunisation programme if it is off site. Invitations to make appointments had already been sent out via the usual routes including MyGP. It was agreed to send out information using the recently formatted list of local contacts in order that a greater reach of patients could potentially be achieved. The next group to be targeted are the 19-64 at risk group; dates had not been finalised but looking like 14/15 October 2020. All patients attending are asked to wear masks and to keep strictly to appointment times as a limited amount of individuals will be allowed into the building at a time to preserve the environment for COVID reasons.
   2. The surgery is still triaging all requests for doctor appointments, but this is not limiting access to care in any way. Dr Bonner would appreciate some feedback on how this is working for patients, particularly those who have to wait for a call back from the doctor, whether appointments are available at a convenient time and how convenient it is to wait for a call back. Mike suggested this could be added to the PPG questionnaire (see 5. below).
   3. John asked how Dr Bonner is finding managing her time using telephone consultations. Dr Bonner finds it a very efficient use of her time as her clinical work can be condensed effectively and it’s also easier to plan in blood tests etc that need to be done before a full consultation can take place. This process is likely to continue for the foreseeable future.
   4. Paul asked about the effect of these changes on future contract negotiations and Dr Bonner reassured that a clinician still needs to be available for the prescribed hours and that this is by far the largest cost to the contract. Dr Bonner reassured the PPG that any patient that needs to be seen, will be seen.
   5. Dr Bonner mentioned a recent case where a patient needed F2F asthma review and was unhappy in the first instance about only being offered a video consultation. It should be noted that current guidance does not allow this type of consultation to be done F2F due to the COVID restrictions. Asthma patients can do their own measurements using a peak flow monitor at home which the surgery can review. Dr Bonner explained that the surgery has sometimes struggled in reconciling the guidance given form NHSE and patient expectation and that it is really important to realise that the surgery cannot operate and not follow issued guidance. Mike asked if this case can be registered and treated as a complaint and to show the satisfactory resolution of the incident. Dr Bonner explained that all of these types of issues are discussed at the weekly meetings and are documented.
   6. The GP contract is for two years with a clause for an additional 12 month extension. Dr Bonner has had discussions with the CCG who have asked if she would be happy to extend her contract on this basis. Dr Bonner has agreed and the next stage is for the CCG to take it to their committee for discussion, the outcome should be available soon. Mike has offered written support from the PPG for the extension should it be required.
   7. Dr Bonner has been actively involved in the British Society of Lifestyle Conference. There is evidence that group consultations with patients for chronic diseases, such as diabetes, are very effective and that she is looking into setting this up for some groups of patients. Mike has offered Newton Village Hall as a venue for this; the hall has plenty of room, separate entrance and exit and has been cleaned down in preparation for re-opening.
2. Review CQC document:

Mike has been looking in detail at the CQC document. The practice will be tested against 16 outcomes. CQC are very keen on PPG conducting patient surveys. He has offered to draw up a survey to cover patient-led issues such as the change to appointment routine and telephone triaging which would help Dr Bonner. The aim of this survey is to evidence good practice in the surgery in response to patient feedback. The survey would be a limited number of questions, a draft will be circulated for comment by the committee. Heather offered to assist in the circulation of the survey by giving out paper copies in the surgery.

1. Items for discussion

None, all covered in previous items.

1. AOB

Sarah offered to set up an Instagram page for the surgery as it is favoured by younger people for distribution of information. All agreed to this.

1. Date of next meeting

Thursday 3 December 2020 at 7.30, venue to be decided dependent on COVID guidance nearer to the time. It could possibly become the AGM.

1. Close

The meeting closed at 19.30. Next meeting to be on Thursday 3 December 2020 at 7.30.