

Sheepcot Medical Centre
Minutes of virtual PPG practice meeting held on 10th May 2021

Present

Steve Macaulay Chair

Sharon Carter

Andy Glodowski

Krystyna Glodowska

Brenda Hall

Isabelle Holloway

Jyoti Nagpal

Ian White

Teresa Batchelor

Dr A Jackson attended for part of meeting

Apologies for absence

Jack Alvarez

Nikki Chamberlain

Stephen Hill

Updates on the practice

Staffing

Teresa outlined a number of staffing changes that have taken place since the PPG last met. Liz Lythaby has now retired and Nikki Chamberlain has become deputy practice manager. She has taken over from Liz responsibility for Covid vaccinations, the logistics, administration and staffing. The 2 nurse practitioners have left the practice and the practice is looking to possibly recruit in the future.

On a PCN basis, a paramedic has been recruited, at Sheepcot 2 days a week. He will be responsible for housebound patients, minor illnesses and will be taking his prescribing course later this year. An additional clinical pharmacist has been recruited, to start shortly. Also, there are now 2 social prescribers, the additional being Carol Nutkins. On reception, 3 more admin/ ~~and~~ reception staff have been recruited, one due to start next Monday, another today and one has already started.

The number of additional tasks associated with Covid has put pressure on the whole of Sheepcot, from clinicians through to admin.

Covid vaccinations sessions

The progress with vaccinations has been very positive, with the vast majority of patients over 70 successfully getting first and second doses.

Vaccination sessions have been widened to include weekdays and early evenings. It is anticipated that the rollout of a high volume of vaccinations will continue for the rest of this year and probably into next year. In addition to Covid vaccinations, flu vaccinations will start in the autumn and this year will include the age groups 50 to 64. Booster Covid vaccinations are also planned, depending on Government guidance. Whilst the NHS provide some additional funding, this is mostly spent on staffing. PPE is provided by the NHS for vaccination sessions.

The supply of vaccinations is liable to fluctuations, for example the surgery has been notified that it will receive additional supplies of AstraZeneca and also Pfizer has been added. In addition, the requirement not to vaccinate under 40s with AstraZeneca vaccine has also altered, requiring notifications to patients.

Volunteer requirements for future Covid vaccination sessions

Sheepcot have plans to expand their vaccine programme to at least one clinic a week. To meet their need, they are going to need to expand considerably their pool of volunteers, beyond what the PPG can provide on their own. With the

plans for the number of volunteers required likely to increase substantially, Nikki Chamberlain is putting together a structured plan which will spell out the requirements and dates.

The requirement

SMC want to replace with volunteers the 3 admin staff who input patient records for each person who has just been vaccinated. The task involves:

- Scanning the barcode of the paper each patient has in their hand and then inputting information on a tick box basis.

- It would require someone comfortable with such data input. Training would be given.

- Marshalling volunteers are still needed, with extra recruits needed. In addition, vaccination volunteers are required, to be co-ordinated via the PCN manager Sonia.

How the PPG can help

Volunteers are needed-and many of the PPG are willing for this new admin. role, as well as marshalling. Named volunteers have also put themselves forward to become vaccinators. In addition, SMC would like the PPG to recommend other suitable volunteers who are in agreement to fulfil these roles.

New recruitment channels will be needed to recruit many more additional volunteers. Ian suggested that Facebook would be a useful vehicle to ask for volunteers, which would be likely to be much more productive than using the practice website. In addition, asking around for volunteers from recommendations via staff at Sheepcot would also yield some results.

Ian proposed setting up a Friends of Sheepcot Medical Centre. This would be discussed with the partners, but would appear to be a useful way forward. The need for an additional pool of volunteers would increase substantially during the

summer when people would be out and about more and therefore some will be unavailable for volunteer duties.

Clinical appointments

Demand is high for appointments. Unlike some surgeries, Sheepcot has continued to offer a number of face-to-face appointments. However, online methods and the telephone will still be an important means to deal with issues that patients raise.

Nursing face-to-face appointments will take place for blood tests, dressings etc., diabetes checks, and those with learning and mental health difficulties will be seen at the practice. Older patients also. More mobile patients will be asked to travel to hospital outpatients for blood tests. Long-term condition reviews have been changed to be on the month of birth in future.

The process of clinical appointments is being kept under review. GP appointments will continue to be offered online and by telephone. Face-to-face appointments can only be booked after a telephone call with the doctor. The use of eConsult will also continue, where the patient sends a request online.

PPG members reported that some patients are experiencing difficulties making and getting appointments. A clinician will always conduct an appointment screening process and in some cases face-to-face appointments would then be given. In addition for continuity for patients, Dr Jackson said that he is keeping in follow-up contact remotely through texts where this is necessary.

Long Covid/post Covid clinics

To assist patients who are suffering with longer term conditions after contracting COVID, the doctor will refer patients to a specialist to deal with particular issues but then after that to deal with long-term conditions in a holistic way there is

referral to a specialist external clinic. For example, there is up to a one hour consultation on the phone for patients coping with COVID and rebuilding their lives.

For the practice, dealing with issues connected with Covid after-effects has placed an additional workload on the clinical staff.

Future meetings

The next PPG practice meeting will be arranged for next month. It is still intended also to hold PPG patient meetings regularly on a virtual basis.