

Patient Participation Group Zoom meeting 26/11/2020 4pm-6pm

Present: S-JH – Practice Manager

Apologies: MB, MW, CS, JS,

Resignation:

In attendance: AH, LB, ST, MT, TG, AD, KS

1. Introductions and welcome	All
2. Minutes of last meeting	Taken as read
<ul style="list-style-type: none"> <li>• Surgery update</li> <li>• Dr contracts</li> <li>• Flu campaign</li> </ul>	<p>The surgery is extremely busy at the moment, making things challenging for both staff and patients. Expectations appear high as patients are often requesting a face to face consultation when ringing the surgery which is not always possible. A phone call from a Dr will come first when triaged appropriately. If it is then felt necessary, a face to face consultation will be arranged. The surgery has several members of staff absent at the moment for various reasons, which is adding further pressure to the remaining workforce. Routine appointments are currently being booked for the 3<sup>rd</sup> week in Dec but there are some appointments released on the day for patients if they need an appointment urgently.</p> <p>S-J isn't aware of any changes to Drs contracts.</p> <p>The original flu campaign has now finished but the over 50's campaign is due to start. The surgery are still awaiting their vaccine delivery for this cohort of patients, however pharmacies, including Day Lewis do have a supply of them and can start to vaccinate the over 50s from the 1<sup>st</sup> December. There should be no charge for having the vaccine at pharmacies for this cohort of patients and the surgery will be encouraging people who want it now, to have it at a pharmacy of their choice and not wait for the delivery to arrive at the surgery. (Which should be the week ending the 18<sup>th</sup> December). The surgery has put on a 19<sup>th</sup> December Saturday morning flu clinic in order to vaccinate patients with the 500 vaccines due to be delivered.</p> <p>The surgery staff still has access to same day Covid testing if necessary. A task and finish group has been set up by the PCN to work out the best way to roll out the impending Covid vaccinations. A premise</p>

<ul style="list-style-type: none"> <li>• Covid testing and vaccine</li> </ul>	<p>will be needed for 4-6 months and it is proving a challenge to find suitable premises for a prolonged period of time. Bramham has been deemed not suitable due to the winter months, location and weather conditions proving challenging, in addition to the instability of the current vaccine relating to the temperature and conditions it must be stored at. There are frequent updates being disseminated to practices, however, the information is constantly changing so difficult to give any clear direction or updates to patients and staff at present.</p> <p>Several retired nurses have already expressed an interest in volunteering to help administer the vaccines and be part of the programme.</p> <p>The number of Covid cases in Wetherby was currently being advertised as stable and below average at the moment.</p>
<p>3. Telephone numbers</p>	<p>It would be very helpful to have a record of members phone numbers in case it isn't possible to contact by email at any time Please if you are happy to do this could you let me have them - Anne</p>
<p>4. Newsletter</p>	<p>Moving away from Covid for the next newsletter please could you send suggestions to Liz around self-help and self-care?</p>
<p>5. Surgery Pharmacist remit</p> <p>6. Prescription changes and blocking</p>	<p>Following a question about the remit of the surgery pharmacist S-J will look into this and answer personally any queries that members might have.</p> <p>S-J was not aware of any changes made by the surgery. Reminder letters about reviews are still being sent out but there is a backlog regarding recalls due to the pandemic and impact on general practice this year. If there is anything that is causing the blocking or non-issue of prescriptions SJ will look into. Again SJ is happy to deal personally with individual issues.</p> <p>The practice is looking at how the 'prescription process' and use of 'pharmacists' are currently being utilised, with the hope of improving this service to the patients of CSS.</p>
<p>7. PPG website</p>	<p>This has now been updated and all links and relevant information added to the website.</p>
<p>8. NAPP</p>	<p>The NAPP newsletters have mistakenly been sent to the email address we have for patients to contact us. This has now been rectified and in future we will not miss them and they will be sent out on time. Login details for the NAPP website were shared with PPG members</p>
<p>AOB</p>	
<p>Next Zoom Meeting</p>	<p><b>21<sup>st</sup> Jan 2021 4-6pm</b></p>