

Morland House PPG Meeting FINAL minutes

Date: 11.11.21 (zoom)

Attendees:

Charles Peers (chair)
Nollag McGrath (Practice manager)
Martin Harris (PPG Secretary)
Freda Duckmanton (FD)
Monica Waud (MW)
Peter Greenhalgh (PG)
Meg Barbour (MB)

Apologies:

Janet Carr
Ann Wild
Sarah Walton
Ian Dennis

- Charles Peers confirmed that he had already written a letter of thanks to Ian Dennis for his valued input to the PPG since it was established.
- **Approval of Minutes for the previous meeting**
- CP asked for a consensus for the Minutes of the last PPG meeting to be signed on his behalf by NMG, and this was agreed.
- **Matters arising from the last meeting**
- NMG stated that SW had asked her to look at the new Patient Registration document, but since there is also a NHS England (NHSE) overhaul of this same document, NMG will probably await any new guidance which may be issued by NHSE before reporting on this.
- PG reminded NMG that she would discuss with her colleagues any potential need for funding, and NMG replied that there has been sufficient funding available for equipment, for example, for some children's pulse oximeters which had arrived that morning. NMG will therefore defer the question of raising additional funding via the PPG for the time being.
- MB recalled that the GP training programme in the Practice might perhaps attract some funding, and NMG explained that compensation for this took the form of some locum time to cover Dr. Hargreave's time spent when supervising the GP training.

- **SELF Forum – a Report for PPG meeting 11.11.21. from SELF and re PCN - from Monica Waud**

“SELF met on 8 August and should have met this morning, but the meeting was deferred due to low numbers attending. It continues to consider the lack of funding for ear wax removal and will look at the Healthwatch survey of GP websites.

After the last SELF meeting, I contacted Fergus Campbell at the CCG who told me that PPGs are urged to engage with their PCN to discuss future improvements in patient care for the local area, but that each PPG can take its own approach to engagement. The representatives of the other 2 PPGs in our PCN and I are liaising with Dr Faller with a view to finding what approach might be useful.”

- **Items for discussion:**

- **Covid and influenza vaccination programmes** – NMG said that 2 more Covid vaccination clinic sessions are scheduled for 17th November and for 3rd December. There has been a need to phone some of the patients eligible for Boosters, sometimes repeatedly, to encourage them to take up vacant places. NMG explained that it is vital to use all the 6 doses quickly in any opened vial of vaccine, and it has become very time-consuming for staff to try to assemble groups of 6 patients, so vaccination clinics at the Surgery will soon be discontinued and patients will be advised to book at the Kassam Stadium. NMG confirmed that there is no problem with the supply of vaccine, and that any patient who needs a vaccination will receive it. CP expressed some concern that the take-up by patients seemed to be slowing down. MB and PG both raised the issue that patients are sometimes unaware of the way that all the records of vaccinations provided locally are eventually consolidated into one single data base.
- **Park Hill nursing home** – NMG reported that she had heard that the contracted builders of this nursing home have encountered serious financial difficulties and may be unable to continue. MH understood that the Orders of St. John Care Trust charity should have had a contractual agreement with the developers Frontier Estates Ltd. to sub-contract to competent builders, and that another builder may be found by the development company to continue the project. CP said that he would make enquiries.

Dr. David Copping (Practice Partner) DC joined the meeting at this point and was welcomed by CP.

- MB asked DC about **the new Pharmacy**, and DC reported that all was progressing well, apart from some staff sickness and a rainwater flood which will be averted in future by the addition of another outside wall to direct water away from the entrance. DC said that more integration with the Practice will be developed, as will a local delivery service for medicines. MB asked about the availability of parking, and NMG reported that so far there has been no problem.
- **PPG Newsletter – review and feedback** – CP congratulated PG on the success of the newsletter. PG asked DC if he should publicise the availability of outreach meetings between Practice staff and local community groups, and both NMG and DC were affirmative about this. DC further expressed his gratitude to the PPG members for volunteering to work together to help the Practice, and he said that even between PPG meetings, either he or Nollag would often be able to deal with any urgent matters arising. PG asked DC if he should

publicise the advantages of Patient Access App available on the iPhone. DC confirmed that in many cases the results of diagnostic tests would normally only be communicated to patients if the results are abnormal, but with this App patients could read all the test results for themselves.

- MH asked DC why some doctors who had treated him in the JR had said that they were unable to access his basic GP health records using their hospital's IT system. DC explained that it is common professional practice for doctors to ask patients for a detailed case history, and that the referral of any patient from the Practice would be accompanied by a very detailed referral letter sent by their own Practice GP. NMG said that this was not a problem over which the Practice has any control, and if a hospital doctor should request any information from the Practice about a patient registered in the Practice, this can be supplied very quickly.

At this point DG returned to his see his patients.

- **Face-to-face appointments with doctors and clinicians** – NMG confirmed that if any patient wishes to see a doctor, they can book a face-to-face appointment. NMG emphasised that the current system operating during the pandemic depends on the ability of the patient to communicate their specific needs.
- **Meetings with WI / community groups in outlying villages to update on services** – the success of the meeting addressed by DC and NMG in Wheatley would serve as encouragement to extend such visits with presentations into other more remote areas where patients are registered with the Practice.

AOB

- PG will follow advice from NMG on his proposal to include in the newsletter an explanation of the roles of the Pharmacy and the Dispensary, as clearly there is much which could be written about that.
- PG asked if we should consider recruiting another PPG member since Ian Dennis had found that he was unable to continue due to his other commitments. NMG felt that we currently had enough members to function as a PPG, but would be open to suggestions.
- MH noted that one of the absentees from the PPG today was a former Local District Councillor, whose understanding of local government was invaluable, and he suggested that it might be helpful for the PPG's liaison with the OCCG to approach any current local Councillor who is also a patient registered with the Practice.
- MH asked if digital video could be used for some patient consultations. NMG replied that video consultations had already been used, but were not judged to be wholly satisfactory, and patients with some conditions like skin disorders could also send in still photos to the Surgery.
- FD asked how a patient requiring the regular delivery of consumable clinical supplies could ensure that these were delivered on time to a home address. NMG said that she would contact the patient for more details and would investigate this.
- **Date of the next meeting** - Thursday 27th January 2022 at 3.00 pm.
- After checking that there was nothing further to discuss, NMG closed the meeting.

