**The Porch**

**Minutes of the Patient Participation Group Meeting**

**Thursday 13th May 2021**

**Attendees:**

**Practice**: Dr Margaret Hatherell

Rhonda Ward, Practice Manager

**PPG Committee:** Yvonne Le Grys (YLG)

Terry O’Brien (TO)

Steve Lumb (SL)

Pat Sharp (PS)

Caroline Usher (CU)

Christine Coates

**Apologies**: Steve Lumb

Terry Simm (TS)

Sue Dyke (SD)

**Welcome and Introductions:** All

General Overview of Primary Care - Margaret

The BMA has published its 13th COVID-19 survey, which clearly demonstrates how the pandemic has had a great impact on GPs and practice staff in terms of workload, lack of breaks and leave, and an increasing number of staff leaving the NHS.

More than half of GPs (62.5%) surveyed say they are ‘very concerned’ their patients’ health will suffer due to the growing backlog of non-COVID care. The survey also reveals that 68% are either not very or not at all confident that their practice will be able to manage patient demand. GPs especially report that their non-COVID workload is higher than before the pandemic, and are less confident than their hospital colleagues that their practice and local health economy can manage this and actually clear the backlog within a year.

General practice, like much of the NHS, is currently facing unprecedented pressures as we battle to keep patients safe during the pandemic on top of a growing backlog of care.

The survey also shows that an increasing number of staff leaving the NHS, with:

• 36% of respondents from a primary care setting said they are more likely take early retirement in the next year while 22% of respondents from a primary care setting said they are more likely to leave the NHS for another career in the next year

• 55% of respondents from a primary care setting said they have changed their career plans because of workload, including the ability to take breaks/leave

No GP is a stranger to working long hours or seeing colleagues break down with stress, and as a result, many are now considering leaving the profession altogether in order to get the respite they so desperately need. Not only does this deprive the NHS of talented doctors, but it also hinders patient care, drives up waiting lists, and places extra pressure on those who decide to stay.

The BMA’s findings must act as a wake-up call to UK Government and treated with the upmost urgency. Without a functioning general practice system – the gatekeepers of the NHS – the entire health service teeters on a cliff edge.

Dr Richard Vautrey has written to Health Minister, Jo Churchill MP, to highlight the pressures GPs and their practice teams are under, and that despite this huge and growing workload, recent media focus has again misleadingly suggested that GP practices are not open to see patients. This is clearly not the case, as evidenced in the national appointment data published last week showing that there were 3 million more appointments (up 11%) in March this year, than the same time in 2019 prior to the pandemic.

Explained the approach we have taken throughout the pandemic at The Porch whereby GPs speak to all patients requesting advice or an appointment and a decision is then made on a case by case basis on whether the problem is dealt with remotely by phone or video call, or blood tests and review are arranged or it the person needs a face to face appointment for medical reasons (or because of communication difficulties), then this is arranged on a timescale based on the medical need. We are seeing an increasing number of people face to face but feel that the benefits of a phone call first approach remain.

Family Friends Test (FFT)

Please see attached the FFT results for April 2021. No paper responses. We have had 295 electronic responses out of 1,246 appointments. This gives us a 24% response rate. Please see below the percentages for April.

1% would not recommend us

4% neither likely nor unlikely to recommend us

95% would recommend us

Carers – We were fortunate to maintain our standard for supporting our Carers last year. Unfortunately due to Covid we have been unable to meet our Carers face to face since the pandemic started. We have tried to keep in touch with them via Newsletters, our website and responding to individual queries either direct to the surgery, through our Care Coordinator Jane Brake or our new Social Prescriber (Community Connector) Katie Burholt.

Wendy Bray is our lead for Carers and is supported by Emma Lewis

We have also been part of a newly formed Corsham Health and Wellbeing group who also support Carers as one of their priority groups. As lockdown eases we will hopefully be able to resume other types of support sessions to our Carers and of course we will keep you informed as this progress.

Use of social media – The Porch is still considering using social media to keep patients up to date with what is happening in the surgery or across our PCN; we will ensure you are kept updated if this progresses

Covid Vaccination Program Progress for our surgery and across our PCN -

**The Porch**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 07/05/2021 | List | 1st Dose Given | Declined | Total to Give | Remaining to give | 1st dose % done | 2nd dose given | Total to give | % course complete |
|  | 80+ | 655 | 8 | 670 | 7 | 98.96% | 642 | 662 | 96.98% |
|  | Residential | 83 | 0 | 83 | 0 | 100.00% | 82 | 83 | 98.80% |
|  | 75-79 | 544 | 1 | 552 | 7 | 98.73% | 523 | 551 | 94.92% |
|  | 70-74 | 713 | 7 | 729 | 9 | 98.77% | 687 | 722 | 95.15% |
|  | 65-69 | 583 | 4 | 614 | 27 | 95.60% | 473 | 610 | 77.54% |
|  | 16-64 +health conditions | 880 | 6 | 979 | 93 | 90.50% | 150 | 973 | 15.42% |
|  | 60-64 | 455 | 0 | 478 | 23 | 95.19% | 46 | 478 | 9.62% |
|  | 55-59 | 505 | 1 | 552 | 46 | 91.67% | 55 | 551 | 9.98% |
|  | 50-54 | 546 | 0 | 612 | 66 | 89.22% | 52 | 612 | 8.50% |
|  | Health &Social Care | 64 | 0 | 65 | 1 | 98.46% | 50 | 65 | 76.92% |
|  | CEV | 263 | 0 | 282 | 19 | 93.26% | 166 | 282 | 58.87% |
|  | Total | 5291 | 27 | 5616 | 298 | 94.69% | 2926 | 5589 | 52.35% |
|  | 40-49 | 600 | 1 | 1253 | 652 | 47.96% | 111 | 1252 | 8.87% |

**The PCN**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 07/05/2021 | List | 1st Dose Given | Declined | Total to Give | Remaining to give | 1st dose % done | 2nd dose given | Left to give | % course complete |  |  |
|  | 80+ | 2968 | 48 | 3048 | 32 | 98.95% | 2891 | 109 | 96.37% |  | Rowden |
|  | Residential | 443 | 5 | 454 | 6 | 98.68% | 418 | 31 | 93.10% |  | Hathaway |
|  | 75-79 | 2234 | 23 | 2301 | 44 | 98.09% | 2152 | 126 | 94.47% |  | Porch |
|  | 70-74 | 3003 | 65 | 3113 | 45 | 98.55% | 2891 | 157 | 94.85% |  | Box |
|  | 65-69 | 2711 | 27 | 2857 | 119 | 95.83% | 2195 | 635 | 77.56% |  | Lodge |
|  | 16-64 +health conditions | 4870 | 68 | 5503 | 565 | 89.73% | 802 | 4633 | 14.76% |  |  |
|  | 60-64 | 2246 | 15 | 2415 | 154 | 93.62% | 220 | 2180 | 9.17% |  |  |
|  | 55-59 | 2934 | 31 | 3178 | 213 | 93.30% | 260 | 2887 | 8.26% |  |  |
|  | 50-54 | 3150 | 39 | 3468 | 279 | 91.96% | 273 | 3156 | 7.96% |  |  |
|  | Health &Social Care | 642 | 4 | 664 | 18 | 97.29% | 521 | 139 | 78.94% |  |  |
|  | CEV | 1730 | 14 | 1857 | 113 | 93.91% | 1200 | 643 | 65.11% |  |  |
|  | Total | 26931 | 339 | 28858 | 1588 | 94.50% | 13823 | 14696 | 48.47% |  |  |
|  | 40-49 | 2787 | 4 | 6078 | 3287 | 45.92% | 490 | 5584 | 8.07% |  |  |

We are proud to be a part of the Covid vaccination work. However, providing Clinicians, Administrators and Managers for these clinics is a drain on resources at the Surgery.

Shaunaks Covid vaccinations – Commissioned by NHSE and will be undertaking some building work to create a room and erect a marquee for patients to wait in. Shaunaks will update us when they will start this.

PCN updates – Our PCN work has focussed primarily on dealing with the pandemic. We have been part of the setting up and running of a ‘Hot Hub’ based in Chippenham for all the Corsham, Chippenham and Box patients who had suspected Covid or diagnosed and needed health input but did not require hospital support.

We have also been running Covid Clinics – a brief overview of the PCN achievements are shown in the table above. We are proud to be a part of the Covid vaccination work. However, providing Clinicians, Administrators and Managers for these clinics is a drain on resources at the Surgery.

Rhonda asked if any of the PPG or other patients they knew would be willing to volunteer to make tea and coffee for staff at the clinics (usually on a Wednesday or Saturday) to please let her know

Plans as Lockdown eases - the way the surgery changes the way patients access our services as lockdown eases is currently be planned. Once this has been agreed we will let our patients know via our website and our Newsletter.

Staffing-

Reception and Admin:

Jane Hemmings has recently retired but still comes back to help us at our Hot Hub and Covid Clinics

Tina Young, Debbie Barrett, Emma Lewis and Tracy Manners are new to the team and Naomi Vyze has returned this week from maternity leave

Nurses:

Lynn Callaghan recently retired but has come back to help us at our Covid Clinics

Rachel Mathias and Debbie Lytton are new to the surgery

Barbara Clegg is a new Health Care Assistant

Paige Coombs is a new Phlebotomist

New Drs

Dr Carla Jefferies has recently left

Dr Sarah Taylor will be joining the surgery in August

GP Partners

Dr Margaret Hatherell will be retiring in June.

Dr Catherine Bennet will be taking on a Partnership role from July

Changes in roles

Liz Dawson has recently gained promotion and is now Assistant to the Practice Manager

Sarah Smith has recently gained promotion and is now the Reception Manager

Katie Fern has changed her role and gained promotion to IT and Admin Assistant

Group asked for the surgery email address: bswccg.porchpatientcontact@nhs.net

Meetings going forward:

Quarterly on a Thursday Morning 11am

Standing agenda items

Carers

FFT

Covid

PCN

**AOB**

MH asked the group to remember is 25 year anniversary in early 2023. Setting up the PPG was one of MH’s roles early on in her time at the Porch and she expressed her gratitude to the group for their support and loyalty over the years.

For reporting adverse reactions to Covid vaccinations

[Official MHRA side effect and adverse incident reporting site for coronavirus treatments and vaccines | Coronavirus (COVID-19)](https://coronavirus-yellowcard.mhra.gov.uk/)

COVID-19 Yellow Card scheme

Next meeting September 2021