

Sixways Clinic Patient Participation Group Meeting summary
10th September 2020
5 PPG members attended
Nicola Wright, Practice Manager

- Flu Clinics 2020

- 3 drive through clinics planned using St Edwards Preparatory school driveway on 26/9, 3/10 and 10/10
- This allows us to have a one way system through the school grounds, with a separate entrance and exit for patient
- We will have 2 vaccination stations and will have additional staff acting as marshals to ensure that patients are safely directed
- We have uploaded clear guidance onto our website and staff have been providing details to patients when appointments are booked
- We hope this will allow us to offer an efficient but safe and socially distanced service. Risk assessments have been completed and we have a final site visit booked with St Edward's school for w/c 14/9.
- In addition to the drive through clinics we will be offering Monday afternoon/evening clinics at the surgery. Depending on demand we may also offer an additional Saturday surgery either as a drive through or at the surgery
- The practice has received confirmation that we are currently only vaccinating those at clinical risk, those who have been shielding and any co-habitants, children aged 2/3 and those 65 and over. Additional guidance is expected to follow in November/December for vaccinations for those aged 50-64; this will be dependent on vaccine stocks. NW expressed concerns at how this has been documented in the media, and whether it will appear that practices do not have sufficient vaccines due to poor management. NW clarified that practices order their flu vaccines in August, for the following September therefore there would have needed to be clear guidance from NHSE in August 2019 for practices to have had sufficient vaccines for this new cohort.
- NW has ensured that we are keeping the website updated with regular news stories and we are directing patients to this. Did receive a complaint from a patient after we had said the appointments would be available to book from the 2/9, and they weren't there when he called at 10.10am
- NW discussed whether the PPG members were eligible and whether they required any assistance

	to book their flu appointments
<ul style="list-style-type: none"> GP changes 	<ul style="list-style-type: none"> Dr Ubhi (GP Partner) has been successfully appointed to the CCG board. To accommodate this new role she will be dropping 2 sessions, so will continue to work for the surgery on a Tues/Wed. We are advertising for a replacement as either a salaried GP or a GP partner to replace these two sessions Dr Boxall (GP Partner) has agreed to increase his sessions from 6 to 8, and will now work at the surgery Mon, Tues, Wed and Fri. He will continue to be our care home lead and will also be our practice representative at the Network meetings. These will be two additional sessions and will provide additional appointments over and above our current levels. Dr Evans (GP Partner) has been appointed as the Clinical Director for the network. This is a 1 day per week role. We are fortunate that Dr Evans will fulfil this role on a Monday, and will continue to work in the surgery Tues, Wed, Thur and Fri It is likely that having these additional links with both the CCG and the Network will provide additional benefits to the surgery
<ul style="list-style-type: none"> Social Prescribing Network update 	<ul style="list-style-type: none"> We had hoped that Susie our Social Prescribing link worker would join our meeting today however unfortunately due to a family emergency she was unable to join. NW to organise for her to join our next meeting and discuss her role further. The practice has planned for Susie to join our next training afternoon to discuss how she can provide additional support to our patients, and how we can utilise more fully her time, and also the Social Prescribing service via CCP which is funded by the CCG
<ul style="list-style-type: none"> Phlebotomy service update 	<ul style="list-style-type: none"> The wait time for phlebotomy appointments remains at 4 weeks, although we have appointments available with our nursing team for any patient that requires more urgent bloods We have an advert out for additional phlebotomy hours to further reduce the wait time We are prioritising appointments for primary care blood requests as these patients are no longer able to go to the hospital to have blood taken Our concerns about capacity for secondary care bloods have been raised with both the LMC and the CCG. We continue to see evidence of secondary care directing patients to the surgery instead of to the phlebotomy service at the hospital. Where patients are seeing secondary care out of county (as that is the nearest specialist service) we are

	<p>accommodating requests for bloods, but for those at either Cheltenham or Gloucester hospitals we are directing the patients to the hospital phlebotomy service</p> <ul style="list-style-type: none"> • We have also raised concerns that the service was scoped pre Covid and that the ability to offer sufficient appointments in surgery is now affected by the need for social distancing and additional cleaning • The PPG appreciated that this is a difficult situation for the practice, and agreed that the CCG had to ensure there was a clear process for patients to access secondary care blood testing
<ul style="list-style-type: none"> • AOB 	<ul style="list-style-type: none"> • The PPG queried how staff were coping? • NW confirmed that staff are coping well, although there continue to be a huge amount of change as the Covid situation evolves. We are finding patients are becoming less understanding, and feel that if they can go to the hairdresser, they should be able to see a GP. We are looking at communications to patients to confirm we continue to be open to provide care, but to protect patients and staff we are still asking patients to have a telephone appointment first, and then be invited in for a face to face appointment by the clinician if necessary. PPG suggested that we review our telephone message to provide an update on the current situation. NW to look at this • NW updated that we are also finding our phone lines are much busier than normal. We are looking at additional staffing to answer phones at peak times and also whether we can have additional phone lines installed. • Agreed to have our next meeting mid-October, again via Microsoft Teams. NW to share invite