

Sixways Clinic Patient Participation Group Meeting summary

29th June 2021

7 PPG members attended

Nicola Wright, Practice Manager

3 Apologies

- Covid vaccination update

- Covid vaccination programme from the Cheltenham East Fire Station has been a huge success and Cheltenham vaccination rates have been featured in national headlines and the team have had calls from Matt Hancock and Prince William
- The feedback from patients has continued to be fantastic, with patients saying what a positive experience it has been.
- Our figures as at 25th June were as follows:
 - ✓ 7995 patients have now had their first Covid-19 vaccination.
 - ✓ This equates to 89% of those eligible (16 and above).
 - ✓ 5924 patients have also received their second vaccination
 - ✓ This equates to 66% of those eligible.
- We have now sent first invitations to all patients aged 18+
- As we have now invited all eligible patients we are planning to stop delivering first vaccinations from the 3rd July. We will however continue to run clinics to provide second vaccinations to those patients who had their first vaccination at the fire station.
- Discussed the increase in DNA's since we moved to the younger cohorts, the PPG members expressed disappointment at the wasted appointments and potential waste of vaccine

- Post Covid working and appointments

- We had a practice meetings at the end of April to discuss across the whole team the positives and negatives that have come from the changes to how we see and communicate with patients due to Covid. We also asked staff to complete a survey
 - ✓ All agreed that telephone appointments do have their place in the new appointment system
 - ✓ New technology has given us different ways to communicate with patients including eConsult and AccuRX for SMS messages and single responses. These have been very well received by certain patient s
 - ✓ Concern about the duplication of appointments where patients have a telephone consultation and then need to come in for a face to face appointment.
 - ✓ Concern that we are not offering pre-

	<p style="text-align: center;">bookable/routine appointments</p> <ul style="list-style-type: none"> • We currently have a survey available for patients to complete online (link from our website and also Facebook page) at present asking for their views on how we work and communicate going forward. 49 patients have so far completed. PPG members invited to complete and also share with friends/neighbours • Discussed PPG members' experiences of making appointments recently. One member explained they had a very positive experience where they phoned at 8.30, had a call back from a GP at 9am, and were then requested to attend in person for a face to face by 9.45. • Concern was raised about continuity of care as often patients are speaking to 2/3 different clinicians due to the current appointment system, and this is not efficient and could also mean things are missed • Another PPG member expressed the view that a face to face appointment provides many opportunities for the clinician to fully observe the patient including how they stand up, walk etc. and that these things are not obvious over the phone or via a video call • NW thanked the PPG for their views/feedback and explained that this along with the patient survey results and the views of staff would feed into the next planning meeting in July. Further updates would then be made to patients via the website and Facebook page • NW also confirmed that the Clinical Commissioning Group is looking at Gloucestershire wide communications around how patients access care, and where there first point of contact should be depending on the care they require.
<ul style="list-style-type: none"> • Flu Planning 2021 	<ul style="list-style-type: none"> • NW confirmed that the practice is planning to run drive through flu clinics using the drive way of St Edwards school, after the success of these clinics last year • The provisional dates for these are 18/9, 25/9 and 9/10. • This may however be subject to change based on any requirement to also provide a Covid booster at the same time, and any additional restrictions/conditions this may require including not driving for 15 minutes post vaccination • As it stands we have not been given any confirmation that this will happen however it was a headline in the newspapers at the weekend
<ul style="list-style-type: none"> • AOB 	<ul style="list-style-type: none"> • Query re well women/well man health checks. NW

	<p>confirmed that NHS Health checks are available for patients aged 40-74 who do not have an existing chronic condition. Those patients who do have an existing chronic condition will be offered an annual review in relation to their condition. Those patients aged 75 can request an annual review appointment if they have not been seen in the preceding 12 months</p> <ul style="list-style-type: none">• Query re recall for Losartan- NW confirmed that as we are not a dispensing practice this will be handled by the pharmacy and any patients contacted• Query re Pneumonia vaccination- NW confirmed that we would hope to have been able to get stock of this back in before we start our flu clinics so that any eligible patients could have both together. This may be subject to change should we be providing covid boosters at the same time as Flu vaccinations. If that was the case we would run Pneumonia specific vaccination clinics separately.• Query re shingles booster- NW confirmed that she had also seen the article suggesting a booster may be required after 5 years however this has not yet been confirmed as a new vaccination service• Query as to whether our PPG meetings will remain online or may return to face to face. NW confirmed that she would like for these to return to face to face and that if possible the next meeting in early September would be able to be in person.• NW thanked all present for attending
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