

# Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Tuesday 25 May 2021 at 1pm

## Minutes

Welcome, Introduction and confidentiality	Attending: Oaklands: Stephen Weller, PPG: Louise Thorgrimsson, Caroline Armstrong, Angi Pendreich, Ann Harding, Gill Bond, Barbara Moscrop, Jacquie Thorne  Apologies: Marika Townsend, Mike Lyons
Chris Deane	PPG member Chris Deane died recently. A number of PPG members wanted to express their condolences to the family and appreciation for his contributions to the PPG and to our meetings. Stephen said he was going to contact the family in the coming days and would pass on our best wishes. Louise said she would write a note from the PPG for Stephen to pass on as part of this.
SURGERY UPDATE  Covid-19 vaccinations	STEPHEN WELLER:  The surgery has done 26,000 vaccinations since December, covering the majority of patients in Groups 1-9, which means people over 50 or those over 18 with a long term health condition. There has been a very high take-up – around 90%. In the short term, they are concentrating on finishing the remainder of second vaccinations from these groups, and won't start Groups 10-12 properly until the second week in June. Despite this, 69% of Group 10 have been vaccinated so far, which reflects the take-up at the local vaccination centre, ie. in the old Debenhams building in Folkestone.  The Community Hub is still able to provide volunteers, but not as many as before; the supply is drying up as people return to their normal daily lives.  It's becoming harder for the surgery to run the vaccination clinics alongside the increased clinical demands as lockdown is easing. It is taking around 40-50 management hours per week, 30 admin hours and further time by clinical staff. Nonetheless, after further consideration of this and reflection on the time period it is likely to be required for (ie. only a month or two

<p>Covid-19 management and impact</p>	<p>longer), Oaklands will continue to be a vaccination hub for the time being.</p> <p>The Pfizer vaccine is the one being recommended for the under 40s now and recent updated advice has said that it can remain refrigerated for 1 month instead of the previous 5 days.</p> <p>The time limit between Astra Zeneca jabs has now been changed to 8 weeks, and this is what is being worked towards, so appointments have had to be brought forwards. There is no updated news on when children should receive vaccinations.</p> <p>The average age of Covid deaths in the community this year has been 89 years of age; care homes saw the most of this, and so December / January was pretty bad in this area. Pulse oximeters were being given out to monitor those who had caught Covid, but this is now happening very much less.</p> <p>Oaklands continues to be a hot site for Covid; however, community transmission is low and only 1 case has been confirmed in the past two months. Really starting to get back to some sort of normality now.</p>
<p>Return to normality: Face to face appointments and patient volume</p>	<p>The surgery is now seeing a big increase in contact from patients, as lockdown has eased. Volume of patients is about 30% more than it is in “normal times”. However use of phone contact with patients by surgery staff means they can do the work a lot quicker.</p> <p>Having said this, GPs across the country are seeing a surge in appointments, with two and a half million more appointments than this time last year.</p> <p>The surgery now has someone whose whole job is monitoring and dealing with E-Consults, and there has been a big increase in the use of E-Consults by patients making contact with the practice. However, currently 80% of E-Consults end up in front of a clinician, which is a high percentage. This does mean, however, that clinicians do have a good amount of patient information gathered in advance for them and have more control over their work as a result.</p>

Staffing Update	<p>The surgery currently has 50 sessions a week of nurse time and around 29 sessions of GP time per week. The Oaklands practice GPs are currently Dr Banik, who is full time and does 8 sessions a week, Dr Balachandran, Dr Chandrakumar, Dr Harvey and a new regular locum, Dr Malvi.</p> <p>A new social prescribing link worker has also just been appointed, who will work across the PCN to offer a level of local care navigation support. The new worker is Lindsay Clark, whose brief is to link patients to local services, and who knows which networks to draw upon. Stephen said she would be able to give a presentation at the next PPG meeting to outline the areas where she can add value and provide assistance.</p>
Support for Carers	<p>Angie has been attending several carers' groups – one locally and a national one. She asked about support via the GP for carers in terms of support for the people they looked after, help with finding services, etc. Stephen suggested he attend the next local carers' support group, and asked Angie to link this up. He also suggested that Lindsay Clark give a talk to the PPG to outline what she could assist with.</p>
Handing in samples to the surgery	<p>This was suspended for a while due to the Covid situation. Stephen confirmed that this arrangement is now back to normal; as long as the patient has the correct labels and forms, the surgery can take samples that have been requested by a consultant.</p>
	No other business.
Date of next meeting	<p>Date of next meeting is set for Monday, 28<sup>th</sup> June (2021) at 1pm. The PPG has been meeting on Zoom over the past year, but the next meeting is planned to be the first one that is face to face.</p>