

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Wednesday 4 November 2020 at 1pm

Minutes

Welcome, Introduction and confidentiality	<p>Attending: Oaklands: Stephen Weller, PPG: Louise Thorgrimsson, Caroline Armstrong, Angi Pendreich, Ann Harding, Gill Bond, Barbara Moscrop, Christopher Deane</p> <p>Apologies: Sarah Saxby, Mike Lyons, Jacquie Thorne</p>
Surgery Update: Infection control measures	<p>Stephen outlined the infection control measures that the surgery has put in place for staff and patients, to enable the surgery to operate as normally as possible. In the first instance, patients are taken through 6 triage questions based on the 111 triage tool; the surgery updates theirs in line with 111 changes. It's assumed that most people are medium risk.</p> <p>There are limits on the number of people allowed in various rooms in the building. PPE guidance differs in various rooms depending on the use of that area; all staff and patients wear PPE downstairs; however, it is not mandatory for staff at their desks or in staff admin areas.</p> <p>Practice staff are getting on with it and working well.</p>
Services	<p>The surgery is maintaining its current level of services during the second period of lockdown but will review this constantly. However, NHS health checks are still on hold (because they take 30 minutes), as is spirometry because it produces aerosols (NHS England directive). The other usual services offered by the practice were continuing, including smear tests. Louise asked if the practice website could be updated to reflect the services available.</p>
Training Practice	<p>The practice is progressing towards becoming a training practice once again. Dr Harvey has completed the Clinical Supervisor's course to allow medical students to come to Oaklands. The next step is a virtual inspection by the Deanery. This is helpful for everyone to stay on top of new guidance and initiatives.</p>
Covid-19 Update	<p>The surgery continues to be a Hot Site for patients with symptoms that could be Covid-19, with a nurse practitioner or a</p>

<p>Vaccine</p>	<p>GP currently seeing – in a separate area at the front of the building - an average of 4 people per week. Patients have to organise a Covid test themselves; the practice only does blood tests for Covid antibodies which detects whether a patient has previously had COVID. Those who need it are sent for a test, usually at the testing site in Ashford.</p> <p>Post meeting note – Oaklands now has access to swab testing kits for its staff.</p> <p>There had been quite a few queries received from patients about working if a person had been in contact with a Covid positive person; however this is the responsibility of occupational health at the workers’ workplace, not for the GP.</p> <p>The NHS has changed the language it uses to define the vulnerable. This will go on to the website.</p> <p>Nationally, 1,000,000 more appointments have taken place within Pirmary Care than during the same six-week period as last year. This seems legitimate because of the level of Covid chest symptoms.</p> <p>It’s been indicated that a Covid-19 vaccine may be available in December, but nothing is confirmed yet. (Chris Deane said he had heard from a contact in the pharmaceutical industry that a booster after 28 days may be required, so it’s possible that this may need to be factored in.)</p> <p>* Post meeting note – see attachment regarding COVID Vaccine.</p> <p>There is a national NHS ranking table for order of priority for receiving the vaccine; it is currently is thought to be:</p> <ol style="list-style-type: none"> 1. Care home residents and care home staff 2. Over 80s, NHS and Social Care workers 3. 75+ 4. 70+ 5. 65+ 6. High risk under 65s
<p>111 Service</p>	<p>111 can now book patients directly in to the GP surgery, and the practice is seeing 2-3 people per day at the moment.</p>

<p>Flu Clinics</p>	<p>Flu clinics are continuing. So far, clinics have been held for the over 65s, 2-3 year olds, children at risk up to 17, and clinically vulnerable adults, for whom clinics are continuing.</p> <p>Additional flu vaccine has been ordered, so that there will be enough to cover those needing this. Take up was discussed, and Stephen said the surgery would be trying to contact those for whom a vaccine had been recommended, but had not attended a clinic.</p> <p>The PPG praised the efficiency of the flu clinics, which had appeared also to generate a very favourable response amongst the Hythe community.</p> <p>Last year Oaklands Health Centre vaccinated 57% of its applicable population. This year, so far, 67% have been vaccinated.</p>
<p>Community Hub</p>	<p>The Community Hub remains open again to support residents during the next lockdown.</p> <p>When it was set up earlier this year, Stephen Weller had joined a meeting of local community leaders convened by Councillor Martin Wybrow, which led to the Hythe Community Hub being set up, hosted by Age UK, to support people locally, particularly the elderly and those who needed to shield. The Hub has worked superbly, and its work and that of manager Cleo Smith was formally recognised with a British Empire Medal awarded to Cleo in this year's Honours list, which was a great achievement for Hythe, its volunteers at the Hub, and all involved.</p>
<p>Next Steps for the Hub:</p>	<p>The next lockdown starts tomorrow, and the Community Hub will continue to support residents who need this. Subsequent to the previous lockdown, concerns discussed had centred around frailty, and mobility potentially being lost for the frail and elderly who had had to shield or limit going out and about. Therefore, those people on the list who may be affected (such as the mild to moderately frail) will be contacted and offered an appointment with the Age UK postural stability specialist.</p>
<p>Reception / logistics</p>	<p>Ann H raised a point about the receptionist having to constantly get up and down to let patients in and out, and said, "When I attended recently I had to wait almost 10 minutes to be let out as Cathy was having to deal with a patient's query at her desk."</p>

	<p>Stephen said that thought had been given to this and he had a £2.5k quote for the installation of a remote button to address this situation, which was likely to be progressed.</p> <p>Post meeting note 10/11/2020 – Quote signed off, work to start within the next 10 days</p>
<p>Updated guidance on allergies</p>	<p>Angi had seen a coroner's report about adrenaline pens for patients with severe allergies. After searching for information, she saw that NICE have subsequently updated their guidance on this as well. "I wonder if the surgery has been able to capture data for all their patients requiring adrenaline pens and have they been contacted and informed of the new guidance? As this included carrying 2 pens and having training on the use of the specific brand of pen supplied I imagine it might be a bit of an extra burden at this time."</p> <p>Stephen said that the surgery was informed by CAS (Central Alerting System), which sends out alerts on these kind of issues and information. In the first instance, he said this would go to the PCN (Primary Care Network)'s pharmacist, who is based at Oaklands, and the pharmacist would evaluate what action should then be taken. The pharmacist will then discuss these points as required with the practice staff at the 2-weekly clinical meetings attended by clinical staff.</p>
<p>Delays caused by Covid-19 situation to existing referrals and operations</p>	<p>Referrals and operations delayed by Covid: if a patient has already been referred for a consultation or operation, then these were re-starting. There was a backlog to work through. Unless there were any significant changes in symptoms, it was not the case that the surgery would need to do another new referral.</p>
<p>Any other business</p>	<p>Gill asked if there was any advice and information being given out by the practice about face coverings / masks. This was discussed and consideration was to be given on placing some guidance on the practice website.</p>
<p>Date of next meeting (& any other dates for the diary)</p>	<p>To be advised for December – suggest Monday December 7th?</p>
<p>Actions to be taken arising from today's meeting</p>	<p>Website – updated information re. services at the practice that are continuing, and possible info on face coverings.</p>