

Minutes of the Patient Group held on Zoom, Wednesday 7 April 2021

Present: John Stone (Chair for the meeting)
Adeeba Malik (Co-Chair)
Fred Stone
Kathy Bairstow (Minutes)
Diane Burke
Wilma Nichol
John Samuel
Andra Matthews
Howard Turnpenny
Sue Duffy (Councillor)
Nicola Farrar (Hub Manager)
Sandra Shallcross
Sharon Barraclough (Business and Finance Manager)
Dr Asim Suleman (GP Partner)

Apologies : Marian Le Pla

Welcome and Apologies

John welcomed the group along with the new member Diane Burke, and noted apologies.

Matters arising

The only concern was that John Samuel was wrongly listed last meeting as John Soloman. Kathy apologised for this error.

Update on Website

Concerns had previously been raised about the website not being as informative as it might be. Sharon explained that Nicola hadn't been able to update the information since she came to post. Also, SystemOnline was a link on the website, so the team were limited in what they could change. However, Sharon and Nicola advised the following updates had been made since the last meeting:

- Prescription information and appointment time changes due to Covid restrictions
- Information re women's health strategy has been added. This has also been linked to the Living Well charity to make sure as many people as possible are aware of it
- Statistics from April 2020 to the end of February 2021 have been added. These include the number of people who had:
 - Contacted the practice by any medium
 - Contacted the practice by phone
 - Used the e-contact option
 - An appointment either in person or by phone
 - Had blood tests done

These will be updated for the website by a member of Adeeba's team on a monthly basis. The content will also be displayed in a laminated poster in the waiting areas. It will give a snapshot of activity within the practice and show patients that, despite the challenges of the pandemic, many of the usual services are available. Adeeba was thanked for her help with this.

Adeeba, Andra and Sue were concerned about people who were unable to use IT for various reasons, so wouldn't be able to see this information. Andra was also concerned that the website wasn't very accessible and wanted to make sure the information was in Plain English. This was taken on board. Sharon explained that the posters will be available on the website for interested organisations to keep their membership updated. These include Café West. Changes to the website updating will continue as an ongoing project.

The group were asked to let Sharon or Nicola know if they saw any outdated information on the website.

COVID vaccinations

Nicola advised the groups that all care home residents/housebound people had had their first jabs and that second jabs were imminent. Currently all people aged 45-49 were being invited for their jabs. Anyone who failed to respond to their initial invite would be contacted at least twice more. Fred asked how many people failed to respond. She was advised that the majority of over 80's were grateful to be invited and most had been vaccinated. However, younger people were more resistant. Sue Duffy said that Café West had a new manager

and were very keen to get any messages out to people about the vaccine programme. Sue would also send Sharon contact details for the new manager so they could get in contact with each other, along with details for the Allerton Directory so Practice information could be shared via this method also. Sue advised that, as a councillor, she could also promote the vaccine on her Community Facebook, and suggested PPG members do the same.

Adeeba and Andra had concerns around not being contacted about their/their relatives jabs and wondered how many vulnerable people had been missed. Dr Suleman was interested in this, as it is primarily the Ridge Practice who are contacting people. However Hollyns will pick up anyone who has been missed.

Members of the group who had had their vaccination at the Ridge were complimentary about how it was being rolled out.

Contacting the practice

Andra was very concerned about trying to get through to the practice by phone. Kathy was concerned about losing access to records on SystemOnline. These will be dealt with outside the meeting.

Primary care services

As discussed at the previous meeting, primary care will never go back to having all the previous services, due to lack of resources. Any service that can be done remotely will be.

Howard expressed concern about people's expectations. Dr Suleman advised the group that patients will have to be more flexible in how they contact the practice. Some people do still 'walk-in', some write letters, and there will always be the telephone. The practice can also contact patients by text. Kathy asked about email contact. The software isn't currently available to the practice but may well be in the future. She also told the group about a very successful e-consult a member of her family was made. This included sending photos of a rash. It was very effective in getting the treatment they needed.

Routine Reviews

Dr Suleman advised that services are still limited. This is from NHS England guidance. The [Quality Outcome Framework](#) (QOF) requirements have now

been reinstated. They have not been started yet due to staff shielding, but will be within the next 6 months. These include:

- Regular blood tests
- Blood pressure checks
- Vitamin B injections

Dr Suleman pointed out that some patients had been able to record their own blood pressure measurements and pass them on to the practice. It was acknowledged that not everyone could do that, and vulnerable people mustn't be forgotten. But the more people who could do their own, the better chance others had of being checked in surgery.

Similarly, the more people who can contact the practice using IT, the more likely patients who can't use technology have of getting through to the practice by phone.

Working with other organisations

The practice have been in touch with the Living Well charity to reach out to people affected by dementia. The group were also advised that the Bridge Project have a befriending services people could access. They are also keen to work with young people.

Staffing

Dr Doore is still working from home part-time. Dr Hussain is unable to see patients face to face at the moment due to her pregnancy and Dr Marris is due back from maternity leave in June. Dr Raw is also on long term leave currently.

Dr Riaz has been offered a position within the Practice and if accepted will be from June onwards.

There have been no staff changes to the admin team.

Sharon advised that an Advance Nurse Practitioner (ANP) had been interviewed and was going to be offered the position. However, they might have a 3 month notice period, so wouldn't be of immediate help. The practice have also been training ANP's in-house, so the future was looking brighter, along with Practice Nursing interviews taking place next week.

There are still concerns from Allerton patients but staffing permitted, services will be restored. This is under constant review, and full services will be restored as soon as resources are available, as four out of six GPs are not available due to the reasons listed above.

Next meeting: Zoom in 3 months during July, date to be confirmed.