

**MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION
GROUP MEETING
FRIDAY 4th September 2020
Virtual meeting via Zoom**

Present: T Fisher (TF), S Buckley (SHB) T Cowgill (TC) J Rodgers (JC), Maria Glover (MG) and S Mallinder (SJM) minute taker.

1. Welcome by Chair

2. Apologies: P Wade, G Cooper, H Jack, Dawn Nicklin & Tracey Payne (new members)
Due to technical difficulties S Beaumont & S Beck were unable to join the meeting.

3. New Members: Welcome to our new member Maria Glover. MG lives locally & runs the S26 volunteer group for shielding people. Also knows P Wade.

TF – the whole community appreciative of the efforts of the S26 group. This was echoed by SHB invaluable support - thanks. TF also confirmed we have another 2 new members who were unable to attend.

4. Minutes of Previous meeting: Agreed as a true record of events. Review of TOR to be rolled over to next meeting & discuss document handed out previously.

5. Practice Update:

Joe Rodgers Link Worker – has been in post since mid-May. Fantastic surgery 111 referrals received to date. Difficult time to start. Establish role support patients re: finances, mental health, loneliness etc. Trying to pre-empt when services are back up & running for access for people. Welcome from all.

SHB discussed Practice Update:

Remote consultation services provided – Following official guidance we had to reduce footfall to protect patients & staff. We had to quickly change many processes & we continue to change them. Telephone consultations started in March. If GP's still need to see patients they are asked to come to Surgery at a certain time and wear full PPE. Nurses also providing many services via telephone where able. Some services have to be face to face (e.g bloods, treatment room etc) & we have sufficient PPE for this. From Monday the only service we are now unable to provide is spirometry – not safe to undertake and haven't the appropriate full PPE (Breathing Space also not doing this at the moment either –looking at ways to reintroduce). We have to take guidance from Royal College of Physicians, NHS, Government and PHE etc. Some services have been slower e.g. only just started ear syringing again. Not working any different to other practices.

Now producing a monthly Patient newsletter and sending weblink via text and uploading to Social Media platforms. MG asked if she can I help on facebook? Share newsletter? SHB - Yes communication an issue – last month the newsletter went on the website & a text sent to patients with link to see it. FB/Twitter. Any help appreciated with communication. MG more positive stuff to come out i.e. using library. Thank you board for community etc. might

help? SHB - the library is re-opening Saturday. The Surgery front door will still be closed though and accessed via the buzzer with patients and visitors screened for Covid symptoms before being allowed in. Otherwise footfall wouldn't be reduced. Access for library via front door only.

TF – happy to help shape the newsletter suggested a magazine approach PDF format. Eye catching key give better understanding to patients

Struggling getting telephone lines out due to the increase of calls coming in. Surge for Rotherham Health App. Currently approximately 2500 patients have downloaded. Further development made and still to come. CCG impressed with what we have done so far to increase the uptake, however still not enough signed up. Our Patient Service Advisor's noticed a difference to workload from people signing up. TF – need to continue to promote. Better marketing material from CCG needed – SHB they are working on it. Area PPG Tuesday TF will mention.

Four new GP's recently started – need to make known to patients. RSE retired in July. TF suggests on newsletter a "Meet your new GP's" especially now remote services – SHB tried previous but they GP's were quite resistant. Will try again. Patients would appreciate.

Care Navigation active signposting. Many other services available other than GP. Staff training - now confident in offering these alternative services. Really good and positive. Fabulous services in Rotherham. TC – can we do a promotion with SM or JR to help out with a stall/stand/poster for a brief period to promote. SHB would welcome at some point but still very few patients coming into Surgery.

TF – need for bit of campaign for other services a lot can be done online. Few posters focus on triggers in posters. VAR social media campaign?? TC national link worker day October could be right time to push this – JR self-referrals on website & more info – on SHC website/social media & newsletter. TF suggested that in any marketing don't describe the Link Worker/service but engage patients with something relevant to them e.g. "feeling lonely, depressed....see link worker..." Work receiver – more engaging for patient's. TF happy to work with us on that. MG history in marketing – what's in it for the person will resonate more with them.

TC – saw a recent Podcasts from clinical point of view how GP's benefit etc. Could we do one? Share with PPG

Tel Consultations – a lot liking it but can't commit to a specific time for call back is an issue. Delivery driver comparison. Some negative comments about that. TF personal perspective an hour after initial time slot GP rang – have they forgotten should I call again? TF said it may be considered too much but if the call back will be over a certain time limit could we send a SMS maybe to notify? Patients think GP's only undertake consultations – they have a huge amount of paperwork, prescriptions, results etc on a daily basis..

Flu Campaign – met with GP's to discuss plan. This year even harder with social distancing. Had discussions with other practices & CCG how to undertake. In house or PCN join or Rotherham wide etc. Decided to undertake ourselves. 5000 vaccinations ordered in December 2019 for eligible patients. Staff availability & delivery dates to consider. Staggered deliveries but we have been let down by suppliers before with dates.

We have one date at moment 29.9.20. We are trialling 1 entrance 2 exits. Marshalls directing patients with set appointment times. The lift will not be used but will be a room downstairs for those people & shown out fire exits 1 way system with nurses & some GP's. There will still be other routine appointments at same time – info to patients guidelines to follow if they don't follow will be a problem.

Presented to GP's all happy with plan will be complete next week to be signed off by CCG – Would love to have 8 volunteer marshals welcoming and guiding patients etc. Any scope for S26 volunteers to help? MG will put to them. Some are involved in testing sites so ideal helpers. SHB & SJM will do. **Action MG to let SHB know of any volunteers able to help.**

Extended access will be Tuesdays maybe a Saturday. TF suggests at least 1 Saturday – SHB have to be mindful of staff health & wellbeing as well as delivery dates.

TF – Daughter's primary school produced a video for how to arrive at school etc. for returning pupils - maybe do that? SHB produced a draft version walking through.

SHB raised PW email regarding the 50-64 cohort – there is to be a separate phase for 50-64's for November – no further info at present. Concentrating on usual cohorts for now. We have considered other premises but issues with logistics, CQC, infection control, indemnity etc - all issues to be overcome. Maybe for future flu campaigns? Children Flu next week reports to be run for eligibility.

6. AOB – SHB raised ASB car park again from kids. This may change with school starting. PCSO? Not here now so don't know how to engage – **Action - TF has email address for PCSO will forward to SHB.**

Feedback for today – few members in shielding category/2nd wave. Next time Zoom again.

NL – next week ideally – need something out there for first flu date. Help from TF for next one. Can share with group need feedback quickly!! TF/JR can contribute

TF thank you to everyone at surgery

Date of next PPG/AGM meeting – 16 October 1-2pm