

## **Patient Participation Group – Watlington and Chalgrove GP Practice**

Minutes for on-line Teams Meeting 1.11.21 at 2pm

**Present:** Carole Montague  
Dave Lee (meeting Chair)  
Neil Topping  
Lynn Baker (meeting Minutes sec)  
Nicky Smallbone  
Caron Cox

**Next Meeting:** Jan. 10<sup>th</sup> 2022 at 2pm on Teams. Presentation by Social Prescribing Team (tbc) followed by general business.

### **Business**

#### 1. Minutes of meeting 13.9.21

- Matters arising. Social Prescribing presentation. CM reported that she had been unable to progress this owing to staff changes and Covid infection in that team. She will progress as soon as possible so that a 30-minute presentation could be available for the next meeting.

#### 2. Practice Update – CM

- Flu vaccines. To date about 1400 vaccinations have been given, split between 800+ in Chalgrove and 500+ in Watlington. This is out of 2,000 eligible patients. It includes 6 clinics for 2–3-year-olds. 1 further children’s clinic booked for 22.11.21. Next adult vaccines due 15.11.21 and 29.11.21. As delivery dates to the Practice are not guaranteed flu vaccine clinics can’t be arranged until the vaccines have arrived. Next cohort to vaccinate are mainly 50+ age group. Surgery aims to offer two clinics, one on a Saturday and one on a weekday early evening. PPG volunteers are warmly invited to help on the appointed dates. Patients have also used the Pharmacy vaccination service which is expected to continue to be available.
- Covid vaccines. Practice is only vaccinating the 80+ age group and high-risk patients such as those with immune suppressant problems. 2 clinics thus far and another scheduled next week for “stragglers”. Process is slower as patients must wait 15 minutes following vaccination before leaving the surgery.
- Bookings systems for Covid booster vaccinations at Kassam Vaccine Centre are being revised. This is in response to complaints about confusing booking advice given by 111 and 119, coupled with unrealistic media information.
- Booster vaccinations. For housebound patients, the Practice is working on how best to achieve these if the Pfizer vaccine must be given. Once this vaccine has arrived at the surgeries from Wheatley it can’t be moved again and must be used within 90

minutes of leaving the fridge. For all patients, the booster can only be given 6 months and 1 week after the date of the first vaccination.

- Vaccine registration. Some concern about registration errors for second vaccination dates. CM explained that these were probably occurring in the centrally run system (Pinnacle) which is not in their control and very hard for them to alter. Practice registration system is alterable by them as it is in their control.
- Staffing.

Two new Doctors – Dr Matthew Perriam and Dr Jenny Nicholson - start work on 2.11.21. There will be a 3-week handover before Dr Gregory retires.

Pharmacists – 2 now working for the Practice. Between them they will cover 30 hours per week spread over 5 days. Remote working only for the present. Financed from PCN (Primary Care Network) resources until 31.3.22. Practice wants to embed a permanent Pharmacist entirely for their own use, but recruitment is difficult as high demand is causing competitively high wages.

Nurses – in addition to Caroline, Helen and Debbie, Becky Ford has joined as Nurse Associate. This role sits between Nurse Practitioner and Health Care Assistant. Also financed via PCN and a permanent post.

- Surgery footfall. Chalgrove waiting room can safely accommodate 6 patients at a time and Watlington 7. Reception desks in both surgeries must remain closed for appointment bookings to maintain safe spaces for patients attending for appointments and for surgery staff to move around the building.

### 3. Future Meetings.

- To continue on Teams
- To invite the Social Prescribing Team to give a presentation of their work. To check their availability to attend PPG meeting on 10.1.22. If the presentation proves valuable to a wider audience beyond PPG members, their presentation could be advertised and scheduled for a later date.

### 4. AOB

- John White has retired from PPG membership
- CM will clarify if the Surgery phone system allows callers to skip the recorded message re options available and go straight to the known relevant option.
- Patient demand on the Practice remains very high and is expected to increase over the coming months. Approx half doctor appts. and all nurse appts are face to face. Patient needs are increasingly complex for Practice to treat owing to the pressure on Hospital clinics and specialists. Same day appts are still available for emergency cases.
- NT suggested that another PPG item in Link etc might help to increase understanding of this amongst the wider patient population and hopefully(!) reduce negative comments and complaints.

- CM welcomes any PPG feedback on how the Practice might be able to improve their service.
- CC commented that as a newcomer to the village she is impressed by the excellence of the Practice and its service to patients.
- NT reported that he will be attending a SELF meeting on 11.11.21.

## 5. Action Points

- CM to progress the Social Prescribing presentation, with a view to confirming the 10.1.22 date with the team.

Since the meeting CM has confirmed that the above presentation has been agreed for 10.1.22

- CM to check Practice telephone recorded message system to see if callers can skip directly to the number they want rather than listen to the whole message re choices available.

Since the meeting CM has confirmed that callers can activate their required number on the recorded message without listening to the end of the recording.

- DL to email PPG to request volunteers for next flu clinics once the dates are known.
- NT to report back on points of interest arising from the SELF meeting.