

Holmlands Medical Centre Patient Participation Group

Notes from a virtual meeting, by Zoom, held on Thursday 11th March 2021

Present at various stages: Jim Ainsworth, Colin Derby, Susan Jones, Ann Parry, Jan Williams, Norman Warhurst, Rachel Kavanagh, Dr. P. Srivastava. Some members had difficulty connecting.

1. Susan Jones was welcomed as a **new member**.
2. **Covid 19 update by RK/PS:** The vaccine programme for the surgery at the Miriam Centre was progressing to the 51-52 age range. The second dose was commencing for those who had their 1st between the 19th December 2020 and the 3rd January. HMC patients were being contacted by practice staff about their vaccination slot at Miriam. Whilst the vaccination programme for HMC patients was largely progressing by the age profiles, vulnerable categories had also been vaccinated. However, students had assisted in compiling a list of BAME patients and these had been specifically targeted. PS had also encouraged the Wirral Association to target the small BAME community, and work with the Wirral Multi-Cultural Organisation. Following a suggestion by CD, the information about the BAME listing will be included on the practice web site.

PS thanked the teams at HMC and Miriam for their good inter- practice co-operation. Some staff from HMC are also working on the vaccination programme at the Miriam Centre. PS has encountered only 2 patients with doubts about the vaccination programme. One 100 year old practice patient had received the vaccine and it was reported in the Wirral Globe.

3. **Building Plans:** PS reported that negotiations with DR Patel were still progressing about a transfer of the lease. Despite some work having been undertaken, a structural survey of the building had revealed that further work was required, and a deadline of 27th March was set for such work to be completed.
4. PS/RK reported that there was an **increase in the use of e-consultation** by patients, and the web-site was to be updated. Following the e-consultation, patients may be referred to other health care staff by the doctor. PS reported that the practice list was still growing to around 3,150 patients, with some coming from outside the area, possibly attracted by the 100% satisfaction rating, and good comments, from current patients during random sampling.
5. RK asked if any members had accepted an invitation to attend a meeting by **Health Watch Wirral**. No one present had attended, but JA had recently signed up to receive their on-line newsletter.
6. **Staffing:** PS/RK reported, that owing to the increase in the patient list, additional medical and clerical staffing hours were being sought.

PS reported on current changes to the locum and GP staffing: Dr Ravichandran will join from April for 1 session and Dr Nancy Allen was now undertaking the Tuesday morning slot.

The office staffing is to have further assistance from April, and Nidhi had agreed that nursing cover also needed to be increased.

7. Ann Parry reported on a virtual **Wirral Federation meeting**, held on 5th March 2021:
 - a. Miriam HC is co-ordinating the delivery of the Covid 19 vaccine on behalf of 20 Wirral practices.
 - b. The team of health professionals and volunteers are working flat out from 8am to 8pm, 6/7 days per week depending on vaccine availability. Approximately 30,000 vaccinations had been completed, and second doses are commencing from the 8th March.
 - c. Over the 5 Wirral sites, between 110,000 and 120,000 vaccines had been completed and not a single dose had been wasted.
 - d. Every effort had been made to vaccinate care home residents, people who are housebound and social care workers. Miriam were actively chasing people who are anti-vaccine or who have declined by texting, phoning, writing to them explaining the benefits receiving the vaccine.
 - e. Multi-cultural organisations, Tomorrows Women and Mosques had been contacted in addition to other “at risk groups”.
 - f. Miriam Primary Care had introduced an App which could be downloaded and used for Covid 19 information, minor injury and extended access appointments.
 - g. Members of the Federation suggested that as a group they should nominate Dr. Mantgani (Clinical Lead) for an award or honour in recognition of his outstanding service to the Covid 19 related work. It was agreed and steps were being taken to start the process.