

Notes from the Virtual PPG meeting held on Friday 11th December 2020

Preamble:

Since the PPG last met in March 2020 there has been enforced restriction owing to the Covid 19 pandemic and the PPG have not held a meeting. We did receive some e-mail updates about action within the practice, the last I recollect was on the 27th June. We were informed that Rachel had replaced Kevin Gately as Practice Manager, and that Erica was interim office manager. Since that e-mail, Erica has been confirmed in that post and the new administrative team have had to learn new procedures and bed into their new roles, whilst the impact of Covid has created further hassle and probably more work.

With the recent start of the vaccination programme it seems a good reason to have a catch up "virtual" meeting, and this was arranged by Rachel.

At this meeting by Zoom, Rachel and Dr. Srivastava provided those in virtual attendance the following update/information. (I am responsible for these notes of this meeting, as I know how busy Rachel and Dr. Srivastava are at the moment...Jim A)

- **Covid 19 – Vaccination programme:** Owing to problems with storing the Pfizer BioNTech vaccine, over 80's patients from the Holmlands practice will be offered appointments at the Miriam Centre from the 14th December. The vaccination programme for GP surgeries will be offered from hubs across Wirral. Rachel is liaising with the Miriam Centre and providing them with a list of eligible Holmlands patients. The practice is preparing for the roll out of the vaccination programme and further vaccines. This includes applying to be a vaccination hub.
 - **Anne Parry** who had just attended a virtual meeting of the Wirral Federation further reported that Miriam would be informed on Sunday when they would receive their allocation of 975 doses of the vaccine, which would be shared between the patients of 20 practices. It was anticipated the programme would commence on either the afternoon of Monday 13th December or the following day. The programme has to be completed within 3 and a half days, and the second doses were anticipated for the 5th January 2021.
 - **Anne has since received further information from the Federation:** There will be 6 pods at Miriam to carry out the vaccinations and all patients will remain in the building for 15 minutes after being vaccinated. Those who suffer from allergic reactions will not be vaccinated. Patients who take up the offer of a vaccination slot will be required to sign a waiver. Doses of the vaccine that are not taken up owing to no shows will be given to NHS staff to avoid wastage. Appointments will be between 9am & 7pm.
- **Staffing. New appointments/developments:**
 - **Administrative:** Katie Twells (part-time) and Francesca (Franky) Clarke a full time apprentice who will complete her training in August 2021.

- **Advanced Nurse Practitioners:** Pauline Marsden & Tammy Townsend.
- **Practice Nurse:** Lucinda Kerry
- **Health Care Assistant:** Cara Yen (who is training to become a practice nurse and should qualify in April 2021)
- **GP:** Dr. Julianne Whittingham Jones, a female, is taking over the Tuesday morning slot previously filled by Dr. Baker. Dr. Baker is not leaving the practice, but assuming a more casual role assisting when required.
- **Social Prescribers.** These appointees are providing social support for practice patients, including those shielding from Covid. They are trained to Citizen Advice standards. Information about the service was provided at the front desk.
- **Pharmacist:** A trainee (Amy) is being tutored by Kaye Edwards (the practice pharmacist)
- **Training:** it is intended to offer the centre as a training hub for student nurses and medical students. A physician associate is also to be trained.
- **Staff Awards:** The practice partners (PS & NS) are providing a monthly award to practice staff. Currently this was in the form of a small “gift”, but it was suggested that it could include a printed certificate for cv purposes (if required). PS stated that a good team spirit was developing in the practice.
- **Building:**
 - There had been a leak at the rear of the property and this was repaired and the practice managers office was redecorated by the landlord (Dr. Patel)
 - With regard to the rent NHS England had queried the use of the upper floor. Which is being used.
 - There had been a power failure and this resulted in some flu vaccine being lost/damaged. This has now been resolved.
 - Negotiations are underway to buy the building and hence secure the future.
- **98 patients have tested positive for Corona**, but these are mainly young families, and does not include any elderly. No practice staff have tested positive.
- **The patient list is still increasing**, and the practice is now supporting vulnerable patients at a special home. This has resulted in an increase in administration hours.
- **Shingles:** There is a drive to offer shingles vaccination to the 50-64 age group.
- There has been a 100% **review of anticoagulation medicines**
- **In house physiotherapy** treatment is progressing
- **Counselling:** The counselling service based in the practice is doing well and actually taking on trainees. It has offered free advice for stress and anxiety to around 100 patients.
- **Palliative/post discharge care.** There have been around 24 referrals
- **Electronic –consultations:** There has been a good take up and similarly with sick note extensions by e-mail.

- **Electronic:** Text reminders are being sent for nurse and phlebotomy appointments. Requests for test information/appointments are also being added to prescription scripts. There is a further push to utilise electronic means of communication, and administrative staff are being trained to update information. There is still a push to decrease none attendance levels. The practice web site is being regularly updated with new information. A Facebook page has also been established.
- Students had undertaken an **audit of patients** shielding, and also a BMAE audit.
- **Complaint:** There had been a complaint that a family had been struck off from the practice list . This was owing to abuse received by the practice staff, despite being given notice to improve their behaviour.

Following the meeting Dr. Srivastava reported that there had been a problem with a company that had supplied the practice with some printers. It was discovered that they had a quarterly cost as opposed to NHS zero cost printers, plus a print cost. None of the partners were aware and they hadn't signed the direct debit form. Following legal advice the bank had been instructed to stop the debit.

Additionally:

- The practice is having an audit for diabetes patients and to optimise treatment, and also sending messages for patients to have blood tests and undertake BP monitoring.
- 19-24 year old are being asked to book for meningitis ACWY vaccination.