

PPG Meeting Minutes
12th March 2021, 1pm
Via Zoom

Present:

Dr Chaitra Hodegere (CH)

Nazia Rehman (NR)

Doreen Brooks (DB)

Mary, Rex, Rose and Jim Clarke, Terence Balchin, Laurie Jefferey and Sebnem Daniels,

CH welcomed members to the meeting and apologised we could not have the PPG meeting in the last 2 plt dates. CH asked if everyone has the vaccine, everyone confirmed they have all had the first dose.

1. Covid Vaccines at surgery

We have held 2 successful practice based clinics so far, Dr Hodegere mentioned that we had some difficulty booking the cohort we were trying to book in (60s and over), this was due to a number of factors such as they were already booked elsewhere, some wanted the Pfizer, undecided etc but overall the clinics were well received and ran smoothly on the day.

Terence raised the question of how we are dealing with people that are trying to get the vaccination quicker ie queue jumping. We have had a lot of patients trying to get a code on their records as carers as this is one route they are potentially able to get the vaccine quicker. To deal with this we have put a disclaimer in place which both the carer and the person being cared for, have to sign, declaring this the information they have provided is true and accurate. We have no means to verify a patient's carer status nor the capacity to undertake this extra admin load.

All other queries re trying to get the vaccine are being directed back to NHSE as we have no control of the communications that are being sent to patients directly by NHSE.

Doreen mentioned some people in Lincoln court have had their vaccines done by the army.

Sebnem asked how do we know who has been vaccinated, explained we run reports on our clinical system fortnightly to see who is still left to vaccinate and continue to encourage them to book for the vaccine.

Doreen stated that the CCG are concerned re BAME category that has the lowest vaccine uptake. Dr Hodegere mentioned that the actual group with the BAME category with the lowest uptake is the black African/Caribbean group. As a practice we have been calling the patients in the BAME category trying to encourage them to book.

Flu was mentioned whilst we are talking about the vaccines, we are still pushing for people to have it as we still have vaccines. Discussion around how the rates for people being ill with the flu has massively been reduced this year, due to regular hand washing, lockdown, face masks, social distances etc.

Question raised by Jim re face masks exemption – again we have had some requests from patients, and again we have responded with a disclaimer that patients have to agree to before we do the exemption letter.

2. Staff changes

No further updates on this still the same as discussed in January meeting, we are clinically and administratively stable with full gp capacity and admin cover.

3. Surgery opening hours

Still the same opening times and we have been continually throughout the lockdown and covid have been seeing patients face to face.

4. Website

Doreen mentioned that some of the information on our website requires an update, we are aware of this and are inputting new key information on their ie re covid etc but have not been able to give the site the full attention it needs. We aim to rectify and update the site soon and are also looking at doing a monthly newsletter which will bring all the practice updates into one area and more manageable rather than updating all different sections of the site. We will keep you posted on this.

5. AOB

NHS choices – we have been receiving some very positive feedback from patients which we are very pleased with. Members encouraged to view the comments.

Dr Hodegere mentioned that he will be working from home on a Friday going forwards.

6. Date of next meeting

To be confirmed, most likely to be held mid-May.