

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING 17<sup>TH</sup> November 2020**

**1. Welcome and Apologies:**

**Present – Kate Holley (Chair); Alison Nash; Ann Porter; Adrian Down (Practice Manager; David Morison; Ann Sampson; Sandra Kemp (Secretary); David Jeffery ; Gill Thornton (Deputy Chair); Jackie Scott Combes; Juana Jones;**

**Apologies- Elizabeth Cole; John England.**

**2 Notes & Matters arising from last meeting 1<sup>st</sup> October 2020**

- **Ancaster Waiting Room Toilet Light- now working.**
- **Roadside sign for Surgery – a Business Case has been made to NHS England – it will then go for planning permission. The project manager is working on this.**
- **New PPG Members – We welcome Juana (from Brant Broughton) and Jackie (Wilsford) to the PPG group.**
- **Health Promotion Update – discussion took place about Public Health England (PHE) and the Health Promotion resources that would be useful for notice boards in villages and on facebook.**
- **Surgery video – currently this is on hold. It was felt that this could be done in small chunks and it would be useful if there were small bite size videos made about the Practice e.g how to use an inhaler;**

- **Ask my GP. Video consultations have taken place in some Care Homes with iPads to allow the GP to make decisions and also in Patient's homes, allowing the GP to decide to do a home visit or face to face consultation if necessary.**

### **3. Medical Practice Issues.**

- **The Practice has faced some challenging times since the start of the pandemic e.g. Staff needing to isolate, shielding or working from home ; Staff needing to take annual leave, which they would lose if not taken; difficulties with blood tests. At one stage only very urgent blood tests were being done due to lack of reagent from manufacturer (Roche).**
- **Another challenge faced by the Surgery is the management of Patients with long term health conditions. Regular reviews have been disrupted by lockdown and blood test restrictions, necessitating prioritising reviews for the most urgent patients. Patients will be contacted to re arrange delayed reviews.**
- **With regard to Brexit and patient medication the Practice is well stocked to ensure that patients are well protected.**
- **Patient activity has increased and managing "Ask My GP" has been challenging with key personnel working remotely. Numbers are highest on Mondays and capacity of GP's to manage this has been increased. When there is extreme demand the screen will say "try tomorrow" but that has only been used twice in the last 6 weeks.**
- **The Flu campaign has gone very well at both Caythorpe and Ancaster Surgery – Over 65's and most vulnerable were done first and are almost finished. Tuesday evenings have been used for people who work during the day. The Clinically Extremely Vulnerable (CEV) (was the Shielding group) were vaccinated and their Household family members are now being asked to contact the Surgery to arrange their own vaccination.**
- **Covid vaccinations are unlikely to be done at a Practice level initially, with sites being identified in Grantham and Sleaford for Patients to access. We are awaiting further details from NHS England to reassure Patients regarding safety of vaccinations. Members suggested that publishing FAQ'S (Frequently Asked Questions) or a fact sheet on the**

**Surgery website and via Social media and our village networks to inform Patients.**

**4. Any Other Business**

- **Everyone on the PPG Group would like to formally express their thanks to all members of the Practice for their outstanding work over the last 9 months.**
- **Deputy Chair – Gill Thornton has agreed to do this.**
- **AGM – Date to be arranged for next May.**
- **Date of next meeting to be arranged.**

