

**Notes of the PPG meeting for Hanham Health
held on Monday 18th May 2020 Via Zoom**

Present: Kelly Cole (Practice Representative), David Osborn (Chair), Heather Thomas (Vice-Chair), Alison Wilmott, Judith Norley, Mike Vernon, Sarah Warren, Mandy & Thomas Brooman, and Margaret Slucutt

Apologies:- Dr Paul Taylor

1. Welcome

David welcomed everyone to the meeting and particularly Thomas and Mandy for whom it was their first meeting.

2. Note-taker

Margaret S will take some brief notes.

3. Matters arising.

End of life booklet – due to coronavirus this has not moved forward.

Margaret said that at the PPG Network meeting various groups said they'd be very interest in our booklet as they were similarly looking to produce a booklet. Our booklet might mean they could sponsor the printing so it was used by all. Jude agreed to ask the funeral directors she used recently if they might also make a contribution.

Veterans –David asked if people has seen the item in the Week In paper where it was noted that that Hanham Health is one of 5 surgeries out of 85 with this accreditation locally.

Website development – The surgery has been looking at changing its website but before proceeding Dr Hayes has suggested looking at other surgery websites. David had said he would do the necessary research but had not done so yet. David said he had asked Mandy & Thomas to take this work forward.

AGM / Public Meeting.- This event has had to be postpone due to covid 19 but the deposit, paid at Hanham Community Centre, has been held to cover the new date when set.

Liaison with other Practices in our Primary Care Network – Our Primary Care Network is made up of Kingswood, Close Farm, Cadbury Heath and ourselves (Hanham and Oldland)

Kelly had received contact from Nicole Canty-Davis (Operations Manager at Kingswood) suggesting a zoom meeting between the 4 PPG Chairs, together with their Practice representatives. Since the Chair of Kingswood PPG is not

on-line, the Vice Chair, Steve McMahon will represent Kingswood at the meeting. , would like to work with us via Zoom and share ideas. The meeting agreed that Kelly and David should participate.

Kelly shared that Nicole wondered if she could come to our next Zoom meeting. The meeting agreed.

Margaret shared that Maisy from HealthWatch South Gloucestershire would like to join us at our next meeting, via Zoom. Jude asked for more information about HealthWatch. <https://www.healthwatchesouthglos.co.uk/>

4 **Coronavirus Pandemic** **Report from the Practice**

Kelly shared what has been happening at Hanham Health. The surgery at Hanham has been split into Red area – for those who may have the virus and a Green area for those triaged to attend the surgery. A wall has been built to enable people attending the surgery for prescriptions not to mix with those coming for medical purposes. Currently the Pharmacist prefers to serve from the window, as the weather has been good.

The Reception area now has a screen and some screens have also been erected where the team work upstairs.

Oldland Surgery is only for shielded people and young babies. No one can enter the surgery unless they have an appointment to ensure it is Covid 19 clear.

Mainly people are seen electronically or via a telephone call and when necessary a photo is required – for example a rash to enable the clinician to see more clearly the problem. Margaret asked how this would work for people without the internet. Kelly said they would be invited to attend the surgery as necessary.

When a patient attends the surgery at Hanham they are greeted by the Receptionist, at the door, who asks the person to use the sanitiser Kelly said there are some services like immunisation and cervical smears which are continuing.

The meeting was told at an earlier meeting that Hanham Health was taking on the Prisons contract. Kelly said the contract has now been transferred to Hanham Health. A separate business called Hanham Secure Services had been set up in respect of this work. The nurses and other medical staff had been TUPE'd across.

Report from PPG

Security - Mike Vernon was thanked for helping to arrange security, should it have become necessary in the early days of the Covid19 pandemic. He said his staff had been furloughed so he was covering a variety of transport jobs.

Courier between surgeries - Heather was thanked for her work as courier. She asked if her work could be covered on 4th and 8th June. Sarah and Jude agreed to assist.

Letter to patients – David said that the letter he had shared and had approved by Dr Hayes, Dr Taylor and Kelly was going out to all patients who had a text or an email address recorded. David said he was concerned about the patients who did not have this form of connection. They could be people most at risk. David said he was contacting the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group –(BNSSG CCG) but he needed to know how many of the patients would receive the letter electronically so he could take that from the surgeries patients number approximately 23500.

Contact with CCG (shielding) - Kelly said that, in total, there are now 1213 patients shielded who are part of Hanham Health. Included in this number were 662 patients whom the Practice had identified themselves by searching patient records, over and above the original number that had been notified to them via NHS centrally.

Offer of PPE – David said that a friend was producing visors via a 3D printer and would be happy to produce some for the surgery. Kelly to see if any are required. If not needed at Hanham Health they will be offered to the other Practices in the network or carers' organisations.

5 Any Other Business

- Jude thanked Hanham Health for all they are doing.
- Sarah asked if the Pharmacy leaving from the surgery was a shock? Kelly said she did not know if the partners knew but it was shock to her. Sarah said would another Pharmacy be sourced? It was thought this was possible but not known.
- Heather said she was still attending the Exceptional funding panel via Zoom.

6. Date of Next Meeting

PPG Zoom Meeting Monday 15th June at 1.30pm