

Hanham Health Patient Participation Group (PPG)
Notes of the meeting held on Monday 19th October 2020

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

Apologies: Dr Paul Taylor

In attendance: Tony Spreadbury

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| 1. | Welcome DO welcomed everyone to the meeting and introduced Tony Spreadbury, a potential new member to the group. DO said that Mary Warner had also enquired about joining the group, would have joined the meeting but had to offer apologies due to a prior commitment. |
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| 2. | Apologies As listed above. |
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3. **Matters arising**

DO had sent out explanations, prior to the meeting, to a number of the matters to try to shorten the meeting

i) Printing the End of Life Care booklet

MV said in A5 size £300 for 1000 copies and £380 for 2,000. There was brief discussion whether to invite the other surgeries in our network to join us and share the printing costs.

KC confirmed that GPs carry the booklet in their visiting bags.

ACTION: KC to check that the out of hours GPs also had them.

ACTION: DO & JN to check the information was still up to date (once the Practice has confirmed its intention to go ahead with the printing)

ii) Surgery Pharmacy The NHS regulatory body has declined Shaunaks permission to close. Shaunaks are trying to renegotiate terms and conditions with the Practice. Discussions continue.

It was questioned whether the Pharmacy keep to Covid safe practices. It was felt that they did not restrict numbers of patients waiting and that is why a temporary door had had to be placed as access to the surgery.

An intercom has now been put on the door as reception staff were finding it difficult to dodge between their reception duties and admitting people at the door. Now a volunteer often covers the door access.

iii) Communication with patients not on email or Smart phone

The PPG message to patients (re 'shielding') had reached 14,000 out of the 22,000 patients registered with the Practice. The other 8,000 patients had not registered an email address or mobile phone number with the Practice.

At the August meeting DO had submitted a form for consideration which would allow such patients to nominate a neighbour, friend or relative to receive broadcast messages to take a message on the person's behalf and pass them on.

KC said that this had been investigated but was found not to be technically possible based on the data-structures of the national EMIS system.

DO shared a revised form to encourage patients to share their email address with the surgery, but which omitted the 'nominee' option. (copy below these notes)

Action : KC to take it back to the partners

Action : KC and DO : If approved by partners, to consult with Kingswood, Cadbury Heath and Close Farm Practices & PPGs.

iv) Monitoring of patients on Omeprazole and similar medication

At the August meeting it had been learned that, between the 9 members of the group, they knew of 3 people who had been subject to emergency admission to hospital, with hypomagnesaemia (low levels of magnesium in blood) being an underlying cause and they had all been taking omeprazole long term. The Patient Information Leaflet for omeprazole warns that low magnesium may be a side-effect.

DO said he had been told by Hanham Health that people were not routinely monitored, but were acting in line with national and local CCG expectations.

DO had therefore raised it with the CCG who confirmed that they had noted a raised incidence of the issue. The CCG to contact NHS England on the issue.

DO has also raised the topic with Healthwatch who will also take it up.

v) Blood tests requested by hospitals to be taken by surgeries

KC said that this was a grey area and surgeries were not funded to do these

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| 4. | <p>Coronavirus Pandemic</p> <p>Oldland surgery is now open to patients rather than just for those shielding. However any patient with potential coronavirus is asked to attend at Hanham Health.</p> <p>A message had been sent from the PPG to patients concerning the dangers of seasonal flu coinfection with covid-19. This had been set out as a text and email. MS had wondered whether it was a scam before opening it as it had a 'dubious' heading (mjog). DO said that he too had noticed this with emails from the Practice early in the pandemic and reported it. KC said that 'mjog' is a national communication facility and it may not be possible to change this.</p> <p>Action : KC to enquire whether emails can be sent with the text 'Hanham Health' in the sender address</p> |
| 5. | <p>Flu Vaccinations – KC said that the following have been vaccinated :</p> <ul style="list-style-type: none"> • 8,948 HH patients are eligible for the flu vaccination; • 18 – 65 year olds – 1173 with 131 going elsewhere and 42 declined; • Over 65 year olds – 3566 with 261 going elsewhere and 108 declined; • Under 18 year olds – 273 with 2 going elsewhere and 7 declined. <p>There are 2,052 patients aged between 50 – 64. The Practice is awaiting information concerning their vaccination programme.</p> |

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| <p>6.</p> | <p>New website</p> <p>KC explained that new legislation meant that all information held on the website needs to be easily accessible (e.g. to persons with visual impairment). To meet the required standards all documents forms etc have to be in a new format and PDF format is no longer acceptable.</p> <p>The PPG pages on the new website need to be amended:</p> <ul style="list-style-type: none"> • The "About Us" page needs to be updated: Action : KC To remove reference to 'Past Events' (and photo) asap; Action : DO Provide new text for this page • Minutes of meetings need to be added. DO suggested we show the minutes of the last 6 meetings (A rolling years' worth) • The link which says that it sends a message directly to the PPG does not do that. It only sends the message to the Customer Services Manager and not to the PPG. DO reiterated previous comments that this is unsatisfactory. <p>Until such times as the Practice gets this amended the PPG has set up its own email account hanhamppg@gmail.com to receive direct communication from patients wishing to contact them. This had been used in the recent message to patients concerning seasonal flu.</p> <ul style="list-style-type: none"> • The form that is used to contact the PPG (e.g. to join the group) includes questions about gender, age and ethnic origin of the prospective members. DO thought that this might put people off from applying. HT thought it was useful information to ensure fair representation. Action : DO to check whether anything about this on NAPP website <p>DO shared that when he had been assisting at the 2019 flu clinics he had made a point of talking to patients from minority ethnic groups about the PPG and providing them with information about joining. However none had subsequently asked to join the group.</p> <p>KC shared that when she and MS had gone to a network meeting of PPG's in South Glos it had been suggested it was good to get that wider representation but if one has projects ask for relevant groups of the patients to be involved. For example, if we are looking at quiet surgery time, perhaps ask people who are caring for people with autism or Attention Deficit Hyperactivity Disorder or carers of people with dementia to attend clinics during these quiet times.</p> |
| <p>7.</p> | <p>Volunteer Medical Students – First year students on training come to the surgery to learn by talking to patients and asking general questions about healthcare. Several members of the group volunteered to participate in this.</p> |

8. **AOB** – HT asked whether ear syringing had been stopped. KC confirmed that it had been stopped but would find out what the intentions were after the pandemic.

Staffing levels – The surgery assigned a specific doctor each day to attend to patients with potential coronavirus.

The number of surgery appointments each day are running at about the same size as pre-covid, but issues are dealt with remotely where possible and slots are available for people that need to be seen face to face. Routine clinics are still being held.

Telephone communications

KC said that there are currently long waiting times due to the high levels of calls. She shared that the phone system is being replaced and it is hoped that the new system will ease some of that tension.

There will be 12 incoming lines dedicated for incoming patient phone calls (whereas there are currently 10). There are also some direct dial numbers for some members of staff and also a line dedicated for medical professionals only.

Access to medical records via the 'Patient Access' (EMIS) system

DO had received a query from a patient that, although they had an account, the system did not allow them to see their medical records (e.g. results of blood tests).

He believed that this was because patients who originally signed up for Patient Access in the early days of the system did not have to produce photo-ID and documentary evidence of home address. Without this, access to medical records is not permitted.

He suggested that, if possible, such patients (with a patient access account, but not cleared for access to medical records) should be identified via the computer systems and informed that this facility is now available to them if they would like to produce the relevant documentation.

Action : KC to investigate with IT colleagues whether this is possible

AGM

DO mentioned that he and MS had attended the Healthwatch AGM which had been held via zoom and had been very successful. He suggested that the PPG should hold its AGM via Zoom since this was overdue (having had to be cancelled in May due to the pandemic). It was agreed that this would be held in the New Year. DO said that this was also an opportunity to review, revise (and hopefully simplify) the PPG's constitution.

New members

It was agreed that Tony Spreadbury and Mary Warner would be welcomed as new members

DO suggested that KC and he hold a zoom meeting with the new members to update them on the workings of the group and its interaction with other healthrelated organisations.

Footnote : Immediately following the meeting a further application was received from another patient (Ray Garmston) offering to join the group. After consultation with KC, DO wrote to Ray also welcoming him to the group.

Date of next meeting 7th December at 1.30pm

PPG suggestion for a form that could be used for patients to provide contact details

to improve outreach by the Practice in case of emergency.

(Suggestion is for this to be issued collaboratively with the 3 other surgeries in the PCN and to be widely available at all reception desks, local pharmacies, libraries, Council offices etc)



Kingswood Health Centre

Close Farm Surgery



PANDEMIC AND OTHER EMERGENCIES

ESSENTIAL INFORMATION FOR PATIENTS

We at your local GP Surgeries have been reviewing our emergency procedures, examining arrangements for contacting our patients during the pandemic.

There are always lessons to be learned and we always endeavour to improve for future such events – and indeed the current pandemic is not yet over.

During such emergencies your GP Surgeries sometimes need to circulate urgent information to their patients – and we may need to get it to you fast.

The quickest and most efficient means of doing this is either by e-mail direct to your inbox or a text to your mobile phone linking you directly to the message in question on our website.

We discovered that around a third of our patients haven't registered their e-mail address or mobile phone number with their surgery. This meant that literally thousands of patients in the area covered by our four surgeries are unable to receive these potentially urgent messages.

If you haven't already provided us with up-to-date contact details then you are advised to do so, either via your surgery's website or completing this form and returning to your GP Surgery or drop the form into any local chemist, library or Council office (who will forward it to us):

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| Your GP Surgery : | Hanham Health / Kingswood / Cadbury Heath / Close Farm (delete as necessary) |
| Your Full Name : | |
| Address : | |
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| Date of Birth : | | National Health N° : (If known) | |
| Home Phone : | | | |
| Mobile Phone : | | Smart Phone [†] : | Yes/No |
| e-mail address : | | | |
| Signature : | | Date : | |

[†] i.e. can your mobile phone connect to the internet?

**** Please remember to let us know if any of these contact details change ****