

## **Lapworth Patient Participation Group**

### **Minutes of meeting held online at 6pm via Microsoft Teams 1 March 2021**

Present : Lizza Baines; Heather Day; Chis Jacob, David Johnson; Arthur Prescott: Kate Ray; Andrew Waterfall; Clive Whereat (Chair); Julie Briney (Practice Manager); Dr Caron Bates

Apologies; Martin Jones; Simon Lee; Yvonne Wade

#### **2101 Welcome to new LPPG members**

The Chair welcomed Andrew Waterfall and Kate Ray who had responded to a request within the LPPG newsletter and parish magazines for new recruits to support the PPG. He also advised that Katie Daniel had now moved out of the area and had therefore resigned from the PPG but she wished everyone well for the future.

#### **Resolved**

- 1) That Andrew Waterfall and Kate Ray be warmly welcomed as new members of the LPPG**
- 2) That Katie Daniel be thanked for her efforts and support during her time on the LPPG and wished her well for the future**

#### **2102**

#### **Minutes of meeting 5 October 2020**

The minutes of the meeting held virtually via Teams on 5 October 2020 were presented

#### **Resolved**

- 3) That the minutes of the meeting of 5 October 2020 be approved**

#### **2103 Matters arising**

The Chair advised the Group that, following on from the last meeting, a newsletter had been produced and also posted on Nextdoor providing guidance on the options available to contact the Doctors at the surgery; namely via telephone or online via e-consult on the surgery web site, or via the NHS app and following that, if it was concluded a face-to-face appointment was necessary, this was being undertaken.

Thanks to support from the Lapworth Charity; the Jane Ryland Trust and LPPG donations, it had been possible to install COVID safe flooring enabling the surgery waiting room to reopen for patients in a COVID secure way and not have to wait outside – a welcome addition prior to the winter months.

The website upgrade had taken place as planned enabling more information to be provided for patients on the surgery website [www.lapworthsurgery.co.uk](http://www.lapworthsurgery.co.uk) This had received largely positive feedback from LPPG members and patients. Additional information would be uploaded as the new website evolves.

## **Resolved**

**4) That the Surgery be thanked for their support to enable the improvements to be made during such a challenging time as a result of the pandemic**

### **2104 Update report of South Warwickshire PPPG (SW3PG)**

Our representative on this Board provided a verbal update on the work undertaken by SW3PG via a series of meetings held virtually. As a result of the plans to merge the Clinical Commissioning Groups (CCG) within our area how this forum will operate in the future is currently uncertain. It will however continue through to the end of June by which time a clearer idea of how this forum may continue to operate within South Warwickshire should become clearer.

The virtual meetings that have been held have covered a number of important topics including:-

- GP Update re “life and work during the pandemic” (including a presentation from our own Dr Rowland)
- Mental Health – and its increasing focus due to the pandemic and associated issues such as anxiety, financial pressures, and homelessness.
- NHS England consultation re enhancing integrated care systems which proposes new bodies to replace the existing Clinical Commissioning Groups
- Issues relating to CCG merger and reorganisation.
- COVID vaccination programme
- Long COVID Care initiative
- Digital uptake within Primary Care
- PPG communication within Practices including issues around Data Protection
- Impacts of the pandemic on secondary care (hospitals)
- Updates from Healthwatch Warwickshire
- A survey (subsequently circulated to PPG members) re PPG activity during the pandemic.

The Chair thanked David for his report and for his representation at those meetings on our behalf. The range of topics covered outlined the value of the Group and he expressed a hope that it would continue in some format within the new CCG structure.

## **Resolved**

**5) That David be thanked for his update.**

### **2105 Update from Practice Manager and Doctor Caron Bates on progress re COVID vaccinations and issues arising as a consequence of the pandemic**

Doctor Bates and the Practice Manager outlined the scale and extent of the challenges and changes they had to undertake from the run up to Christmas 2019 with flu vaccinations and throughout 2020 and continuing in 2021 as a result of the pandemic.

On the positive side the surgery has successfully continued to remain fully operational throughout that period even though that required changes in the process to seeing patients to limit the risk to patients and the doctors and staff during the pandemic. Doctor Bates stressed that patients had continued to be seen face to face when necessary as had home visits. The nurse had also continued to see patients at the surgery for blood tests etc.

This had required changes to the organisation and layout within the building but to date had proved successful in preventing COVID entering the building.

Sadly, the changes had resulted in an increase in complaints during 2020 with the main ones being

- Decision to prioritise flu jabs on clinical need due to insufficient national and local supply of flu vaccines to be able to vaccinate everyone who wanted one
- Changes in times when patients could collect prescriptions
- Having to queue outside the surgery
- Couldn't book face to face appointments with the Doctors

Doctor Bates explained the surgery takes every complaint seriously and has a protocol for dealing with them but the unprecedented increase in numbers had put added pressure on the surgery at the height of the pandemic. She stressed that changes had been made where possible in response to the complaints such as reverting to normal prescription collection hours as soon as it was practically possible; the surgery waiting room floor being made COVID safe enabling the waiting room to be reopened in a COVID safe way; and newsletters being circulated via the surgery website, local parish magazines and via social media explaining how and why changes to accessing doctors had been necessary but that patients needing to be seen face to face were continuing to be seen in a COVID secure way.

She thanked the PPG for their support in helping raise funds to enable the surgery waiting room to reopen in time for winter and for their and the Lapworth Volunteers time and support in helping distribute leaflets; prepare newsletters; making scrubs and masks; delivering food parcels; and delivering prescriptions to those shielding during the pandemic.

In respect of progress re COVID vaccinations she reminded the PPG this was being administered at GP level on a Primary Care Network area basis rather than on a surgery by surgery basis with our vaccinations being delivered from Studley Village Hall coordinated by Dr Rowland in his role as Joint Clinical Director for the Arden Primary Care Network (which includes Lapworth Surgery).

Dr Bates advised that as of the date of our meeting the Studley vaccination centre had vaccinated a total of 13938 patients from the Arden PCN area broken down as follows:

- 97.1% of aged 80+ vaccinated
- 95.1% of aged 75-79
- 96.1% of aged 70-74
- 95.2% of those classed as clinically extremely vulnerable vaccinated

- 93.2% of aged 69-69
- 82.9% of cohort 6 vaccinated

The Studley Vaccination Hub was very well supported by volunteers carrying out vaccinations and administrative support and marshalling including those from the PPG, the Lapworth Volunteers and the Parish Council and patient satisfaction levels were 100% in terms of the organisation and safety precautions at the Vaccination Hub.

In response to a query of how many of these related to our own surgery and patient rejection levels, Dr Bates advised that out of 713 eligible patients all but 31 had already received their vaccination.

The PPG thanked Dr Bates for her comprehensive briefing and congratulated Arden PCN on its performance in delivering vaccinations to eligible patients within our area which it was noted was at the highest levels of performance throughout the whole country.

In response to a query on the indicative timescale for the remainder of the vaccination timescale Dr Bates advised that subject to continued availability of the supply of vaccinations Arden PCN was hopeful of completing all patients in levels 1 -9 by the end of April ie ahead of the Government target timeline. That would then support the planned programme for delivery of patients second vaccination within the scheduled 12 week timeline.

The PPG expressed its disappointment that a number of patients had not made allowance for the unprecedented challenges the NHS and the surgery were facing and had felt the need to complain about the changes that had to be implemented in response to the scale and impact of this pandemic. However, they welcomed the fact that the surgery had responded positively to those complaints and made adjustments as soon as it could in a COVID safe way.

Despite the complaints regarding the distribution of flu vaccinations the PPG (as agreed at our last meeting) reiterated it supported the Surgery decision to prioritise flu vaccinations based on clinical need given that initially, due to supply shortages, there were insufficient vaccinations to meet demand.

In response to queries regarding lockdown starting to ease, Dr Bates confirmed the surgery will be looking to see how it can start to change the appointment systems slowly over the coming months to allow patients to pre book telephone calls with the aim to return to pre booked and face to face appointments at soon as is practically possible. Any such changes will be made in line with NHS England guidance.

Finally, Dr Bates advised that since January, Dr Rowland has reduced his sessions to 2 sessions on Monday and Doctor Sutton doing Wednesday morning and all-day Friday.

**Resolved -That Dr Bates and the Practice Manager be thanked for their comprehensive update.**

**7) That the vaccination delivery performance be welcomed and staff and volunteers be thanked for their dedication and commitment**

- 8) That it be hoped that patients recognise and understand the challenges the NHS and the surgery have faced during the pandemic and staff be thanked for their commitment and patient support during these unprecedented times**
- 9) That the PPG continue to offer their support to the Arden PCN and the surgery in whatever way possible as the vaccination roll out continues and lockdown starts to ease.**

#### **2106 Lessons learned and Issues we need to address for the future**

Given the comprehensive discussions that had taken place during the meeting, the main focus of the discussion was on how we could improve communication, particularly in respect of speed of communication to patients and the community at large so they could be kept informed in an environment where things are changing rapidly.

It was acknowledged that we have a good baseline with over 900 people registered for our virtual PPG group; an improved and more informative surgery website; local parish magazines delivered to the majority of households within the surgery catchment area, a proactive PPG and Lapworth Volunteers Group, and Nextdoor Lapworth and Rowington as a source of social media.

However, it was recognised the potential of the virtual group as a source of communication had not been fully exploited during the pandemic and more work also needs to be done to create effective links to social media in a timely manner. Further thought would be given to these matters and would form part of our next agenda in June.

It was also pointed out that NHS England communications embargoes and data protection issues had hindered our ability as a PPG to share information with patients in a timely manner during the pandemic.

#### **Resolved**

- 10) That the need to effectively communicate information with patients in a timely manner was key to maintaining patient satisfaction and this form the basis of further discussion at our next meeting in June**

#### **2107 Any other business**

A brief discussion took place on options to raise funds for the LPPG enabling it to “pump prime” or match fund initiatives in support of its patients as we start to come out of lockdown. A number of members had ideas and agreed to put forward suggestions to the Chair that could be co-ordinated and considered in advance of our next meeting including any practical or legal implications.

#### **Resolved**

- 11) That LPPG members put forward suggestions to the Chair on the potential and implications of fundraising initiatives which he would summarise and share with the Group for consideration in advance of our next meeting.**

**Date of next meetings**

**12) Date of next meeting Monday 28 June 2021 at Lapworth Surgery (covid permitting )**

**13) Following meeting provisionally set for Monday 29 November 2021**

The meeting concluded at 7.20pm