**NORTHENDEN GROUP PRACTICE PPG MEETING - TUESDAY 16th MARCH 2021 – 5.00 PM**

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| DATE :-16.03.2021 | Location:- Remote |
| Time :- 5.00 - 6.00 pm | Meeting Chair:- Richard  |

ATTENDEES

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| Richard  | Paul  | Paula  |
| Mary  | Charlotte  | Deirdre  |
| Patricia  | Barbara  | Fred  |
| Irene  |  |  |
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APOLOGIES

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| Rachel C | Philip  | Rachel H |
| Gilly  |  |  |
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**AGENDA**

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| 1 | Agree secretary |
| 2 | Introduce new Assistant PM  |
| 3 | Flu vaccination update |
| 4             | COVID vaccination update |
| 5 | Accessible Information Standard |
| 6 | Outcome from last meeting |
| 7       | AOB |
| 8 | Next meeting |

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| 1. Agree secretary | Irene J – Irene will be the secretary going forward so this item can be removed from future agendas. |
| 2. Introduce new Assistant PM | Paula Lock is the new Assistant Practice Manager and was introduced to the group. Paula started at the beginning of January. |
| 3. Flu vaccination update  | Currently there are no numbers prepared. We are performing well this year – best in terms of delivery. The pandemic has supported the update and motivated people to get their flu vaccination. This year we have also had the addition of the over 50s being invited for a flu vaccination.Conversations around the flu vaccination are less due to the current situation. There was a 68.16% uptake in our neighbourhood for the flu vaccination – this is the highest in neighbourhood comparisons. This success is due to a wide range of factors: communications within the Practice – Rachel and the neighbourhood scheme. Also having supportive conversations and communicating effectively.The flu vaccinations usually run to April but in practice are usually done by January/February.We have not really seen flu this year due to the fact that people have not been mingling and with the use of face masks and better hygiene. When lockdown is lifted, will there be a resurgence of flu?Charlotte mentioned that in Germany they normally administer 2 flu vaccines – one in Sept/Oct and then one early in the new year. Paul mentioned that the effectiveness of the flu vaccine lasts for 6-8 months. |
| 4. COVID vaccination update | Paul said that the group has been amazing with the support given at clinics.Charlotte asked who contacts patients regarding their second appointment. The answer is that people are continually being invited for their second jab at 10 weeks.There are a lot of supplies of the Astra Zeneca vaccine.The Pfizer vaccine is coming in as and when needed for ongoing second vaccinations. There are currently no additional supplies of this vaccine.1/5 have already had their jab.Patients can complete the form on the website or phone the surgery if they have not been invited for their second jab.Charlotte also mentioned that the NHS invite had come in parallel with the invite from the Practice. Paul mentioned NIMS – National Immunisation Management Service. He said it doesn’t matter where you’ve had the vaccination, NIMS are contacted and they will inform your Practice. He said that in the future this may get linked together. He also mentioned that when it was handed over to general practices it worked really well – 80% have been delivered through general practice. The NHS and database systems don’t always inspire confidence but Paul said that NIMS is 99.99% reliable. He said it’s working well but nice to have local control. |
| 5. Accessible Information Standard | Paula started at the beginning of January and has been given this task. She has looked at the website and is putting together procedures along with training. The website has been updated with a statement and easy to read documents.Paula has had a meeting with carers and this is an ongoing process. The big issue is finding services which are available. If anybody has any ideas with ways in which to help, that would be great.Have we been asking people to update information regarding their access need? This is back on the agenda to get implemented. Paul said it would be great to get this out and reported back on this month. Paula will liaise with Rachel and Kim.Possibility to update information via the website; if disability is not recorded, we won’t know. Paul said we need to be careful – need to plan staffing accordingly for large influx of replies.Richard mentioned there had been a day at the Centre for people with learning difficulties where lots of information and leaflets were provided. We should be encouraging patients to inform the doctors of their needs. Paul said as a group we are able to feedback on issues – can we see any barriers that are stopping disabled people in being able to report issues.Barbara’s concern was that if a carer rang up, it would be good if there was something on their records that flagged this and gave that information straight away. Paul said that a lot of carers have come forward since COVID. 10-15,000 carers are recorded on the system but there are approx. 60,000 informal carers. He said that it is reasonable to expect that a patient’s record shows they have a carer. If feedback shows a problem, need to go through the policy with everybody and bring them up to speed.Someone from Manchester Carers is coming in to give a talk. Elaine Astley of Breakthrough UK is also coming in to talk to the staff to give a better understanding. Fred mentioned that BUZZ might also have some useful information. |
| 6. Outcomes from last meeting/ 7. AOB | Richard asked if people had any issues to raise:**Patricia** – Patricia mentioned a diversity issue – some patients, although not having accessible issues, cannot phone or send in a photo. Because of COVID, 99% of communication with the Practice is done over the phone or on the internet. Some patients have mental health issues and can become so ill that they cannot communicate and don’t want to send photos. Nothing you can do to help. Paul said this is a real challenge and we need to try to remove barriers. He asked how we could achieve this. Patricia said the only way may be if they came in to the surgery in person but said this may not always be a solution. Paul said we can’t try unless we have a suggestion.Patricia said that the person spoke to the doctor and a lot of allowances were made. The doctor asked for photos and was aware of the patient’s situation. Patricia was then asked if she could help but the patient wouldn’t do it.The challenge is what needs to be done to communicate this to the team. Paula was asked to make an action point to pick this up.Deirdre said she had had very good service when dealing with a similar situation. She said the doctor asked clearly was the patient able to take a photo but there was no pressure for this to be done.**Mary** – Mary mentioned that it was Young Carers Action Day today (16th March). 857 young carers have been identified in lockdown.She had had concerns raised that texts had been going to patients saying that prescriptions cannot be ordered over the phone (she was not referring to Northenden). Paul said it was usual for practices not to allow this. On one particular day Paul had 300 prescriptions to sign. Mary said it is a worry for some people to do this online. Paul recommended speaking to their local pharmacy – some will take repeat requests over the phone. He asked Mary to send him an email with the practice name and he could follow this up.Paul mentioned it may be a good idea to speak to Sunil Thakar of Thakar’s Chemist. Sunil is the Primary Care Network lead pharmacist. He also said that Sunil may like to speak to us about minor clinics – providing GP service within pharmacies.Fred asked if he could get a list of the local pharmacies. He is preparing a scribble map with details of surgeries and churches and would like to include pharmacies.**Barbara –** Barbara mentioned people with AMD (Age-related Macular Degeneration) and said that they are really suffering at the moment due to lack of services. The lending of magnifiers is not working well. She asked if we are using the frailty index and mentioned promoting the use of the PARS (Physical Activity Referral Service) exercise scheme. Paul said that he had not seen anything structured regarding the frailty index. He said that we need to add the PARS information onto the website. Paul asked Barbara to send him some information regarding AMD. He will speak with Gary on Monday regarding the PARS scheme.**Irene** – Irene gave feedback on the vaccination clinic at the Lifestyle Centre. She said she had received brilliant service from everybody – from people manning the car park, to staff within the centre. It is running extremely well and all staff were very friendly and helpful.Paul said that tremendous thanks must go to Rachel for all her hard work and commitment. She has been integral in getting us to where we are now. **THANK YOU!!!** |
| 8. Next Meeting | The next meeting will be on Tuesday 27th April at 5.00 pm. |