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## PPG Meeting – Leckhampton Champions

### Minutes

Meeting held 10<sup>th</sup> December 2020 at 16:30 via Zoom

*Attended By: Jake Pollock (Chair), Dr Olivia Munn, Paula Cross (Practice Manager), Katie Reid (Lead Nurse), Maya Horwood (Secretary), Allen (Vice-chair), Nigel, Gillian, Ian, Sharon, Diana, Tom, Viv, Mercedes, Carmen, Ellen, June and Fiona.*

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#### Discussion Notes:

- ⇒ Introductions of Surgery Staff, Chair, Vice chair, Secretary and remaining members of PPG.
- ⇒ Update on **COVID-19 Vaccine** by Lead Nurse: Unsure on start date. 5 practices, including Leckhampton, to have Cheltenham East Fire Station as vaccine centre. Looking for volunteers Tuesday, Thursday, Friday and Saturday to assist with non-medical duties (2 per session). Only volunteer if safe to do so.
- ⇒ **Flu vaccinations**: 50-65s flu clinics open, hope to be completed by Christmas.
- ⇒ **Ground Rules** clarified by Chair e.g stay on mute when not talking. Use of chat and hands to indicate agreement on topics. Vice-Chair to monitor the typed chat, make members aware of discussion points if chat is not accessible.
- ⇒ Vote to increase **frequency of meetings** to every 2 months instead of Quarterly. Points raised about organising meetings for specific topics and whether topic suggestions will diminish with time.
- ⇒ **Our role** as a PPG in 2021: Chair read description from NAPP that group adopted overwhelmingly.
- ⇒ **How to promote PPG existence**: Internet not always accessible by entire community. Newsletter sent to PPG members with minutes, but encouraged to reach all surgery



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members. Emailing had previously caused issues but can look into an Opt-in/Opt-out system for emailing the newsletter to all patients (in line with GDPR).

- ⇒ **eConsult:** option of booking blood tests; only Bloods requested by GP to be done at surgery due to the contract that decided by the CCG that funding is not in place to do hospital bloods. Currently online booking of bloods is not possible due to infection control. Online booking may be possible in the future. Some positive experiences, some frustrating experiences. Problems raised about lack of flexibility or irrelevance of questions (e.g questions about weight can have various answers). Issues with completing consultation on behalf of relative other than a child. Dr Munn highlighted responses after eConsult include phone, text or invitation to surgery, based on clinical need. CCG commissioned e-consult for use by practice, unsure whether other platforms more suitable. Dr Cox in process of creating patient guide for eConsult. New phone package to release phone lines for incoming calls for patients that require priority attention.
- ⇒ **eConsult feedback** figures: Over 2/3 fairly or very satisfied with the process, with 91% contacted within time. No data on numbers of consultations that were terminated early. Possibility contact time figures not entirely representative given incomplete feedback. Attempt for a representative from eConsult to attend PPG meeting.
- ⇒ Blood Pressure monitoring Query: Medication can be suitably prescribed over e-consult, phone or face to face meeting given accuracy of blood pressure monitoring at home. If concerns, nurse appointment can be arranged. After COVID, BP monitor in waiting room and results can be delivered to reception immediately. Unfortunately, pharmacies not offering BP monitoring due to COVID. The practice is also unable to lend monitors currently due to infection control, patients are therefore encouraged to purchase their own.

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Key Actions:

- ⇒ Members of PPG to email Paula Cross if they are willing to volunteer at COVID vaccine clinics in the new year. Members able to invite friends/relatives if they wish to help too.
- ⇒ Chair to email NAPP description of a Patient Participation Group to all members



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- ⇒ Practice Manager to look into emailing newsletter/PPG minutes to all patients with the option to unsubscribe from such emails
- ⇒ Dr Cox to continue with creating Patient Guide for eConsult
- ⇒ Lead Nurse Katie Reid to attend Webinar with eConsult and will request in open forum whether a representative can attend a PPG meeting. Practice Manager to contact eConsult too to ask the same question.
- ⇒ Chair to send email with link for 'Fit for the Future' consultation. Deadline for consultation is December 17<sup>th</sup> 12noon. Ian to send REACH web page link to Chair/PM to be sent out to other PPG members. Dr Munn to email link for the One Gloucestershire page with Fit for the Future information. N.B Dr Munn has since investigated this and contacted Ian and the chair. Further information can be shared at the next PPG meeting.
- ⇒ Minutes to be sent out
- ⇒ Next meeting: to be held early February (2 months after previous meeting). Proposed date Tuesday 10<sup>th</sup> February 2020