



Working together for your health
Teamwork-Care-Excellence-Empowerment

PPG Meeting – Leckhampton Surgery Champions

Minutes

Meeting held 10th February 2021 at 16:30 via Zoom

Attended by: Jake Pollock (Chair), Paula Cross (Practice Manager), Dr Munn, Dr Cox, Katie Reid (Lead Nurse), Allen (Deputy Chair), Maya Horwood (Secretary), Ian, Nigel, Gillian, Diana, Viv, June, Fiona, Tom, Clair, Mercedes, and Ellen

Discussion Notes:

Topic 1: Review of previous minutes:

- Reiterated PPG voting system (positive agreement), with the addition of SurveyMonkey polls for minor decisions.
- Jake to re-send description of PPG aims to PPG members.
- Jake and Paula discussed incompatibility of having a closed group for communicating, on the Surgery webpage.

Topic 2: Update on Coronavirus from Surgery staff:

- Vaccine rollout successful and efficient. Starting Cohort 5 (65+ years) and evening clinic sessions are beginning.
- Patients now book appointments for sessions using online accuBook system which is more time efficient compared to central booking system. Also allows Leckhampton Surgery to request accurate vaccine batch quantity (actual delivery remains subject to stock levels).
- Joint booking is also available for couples, etc.
- Leckhampton surgery makes up just under 25% of local vaccine network: around 1000 patients. There are 5 vaccination sessions per week, with an average of 400 vaccinations per session. Pfizer is slower, AstraZeneca faster.
- Upon first vaccination, recipients are told vaccine model, and potential side effects. Patients are given advice to wait for phone call to confirm second vaccination session. Patients are also advised to find further information on the gov.uk website.
- Lots of patients have volunteered to help run the vaccination sessions (over 200). Voluntary positions are coordinated by the local network responsible for the vaccine rollout. Patients can contact Paula Cross, if they wish to help and Paula will forward their details to the volunteer coordinator Glenys Ockwell.
- Volunteers are also needed for Autumn flu clinics.
- Surgery Staff drew attention to Be Well Campaign. A new, resource hub in Gloucestershire aimed at helping people through lockdown.

Topic 3: eConsult: Update by Dr Cox (Lead of E-Consult)

- Positive patient feedback increasing (now 90% satisfaction)
- 30-40% of surgery enquiries now come through eConsult (~250 eConsult inquiries per week)
- Clinicians find the information provided extremely helpful prior to contacting patients. Helps direct care to the appropriate clinicians and allows swift and timely contact with patients. There is recognition that some patients may not have the IT skills or hardware to be able to complete an eConsult and the phone option will still be available.



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- eConsult is highly likely to continue beyond Covid-19.
- Dr. Cox has written a Q&A on using eConsult. PPG member Clair to review the Q&A before it is made public.
- Clair, Fiona, and Nigel raised issue of 'clunky' question format e.g., duplicated and irrelevant questions. Dr. Cox confirmed that this is a necessary safety net to avoid health emergency outcomes, and that there is a low threshold for eConsult advising patients to seek immediate help.
- Fiona questioned whether using an NHS login speeds up inquiries on eConsult. Dr. Cox confirmed that this is not available sadly as eConsult is not integrated with patient records.
- Katie Reid attended a recent eConsult webinar. A representative from eConsult confirmed they would be happy to speak to the PPG and are keen to improve the usability of their software. Katie can arrange a contact for Jake to organise a meeting with an eConsult representative with an option to record the meeting.
- Nigel asked whether you could answer questions with 'as previously advised' to eConsult questions? Dr Cox recommends not, given the possibility that a different clinician may review the eConsult enquiry.

Topic 4: PPG Online Presence:

- A new tab to be included on the Leckhampton Surgery Website to include PPG minutes.
- Paula, Jake, and Fiona to review the Aspen Medical Centre PPG Blog and to discuss creating a similar blog, for Leckhampton Surgery. Topics could include how PPG members have adapted to lockdown, new hobbies members have taken up, key health issues members are interested in, etc.
- Fiona confirmed that the blog would have to be regularly updated, to be successful.
- Some members disputed having a link to the blog on the surgery website due to concerns it would be inaccessible. An alternative suggestion was to post PPG blogs on the Leckhampton Surgery Facebook page.
- News of the blog to be included in the next newsletter.

- Tom inquired as to whether the PPG can help support those struggling in lockdown who cannot access the internet.
 - o Dr Munn and Maya confirmed that some local authorities have posted help-line leaflets through doors, although most members have not yet received any leaflets.
 - o Nigel iterated that a current Neighbourhood Watch scheme is tackling a similar issue.
 - o Katie drew attention to the local social prescriber, Susie Purslow. Susie's role to be promoted in PPG blog or Surgery Newsletter, to help raise her local profile.
- Gillian stated desire to set up a support group once lockdown is lifted. E.g., gardening, or walking groups.

- PPG members to improve internal communication by having access to each other's email addresses. All members to share contact details with Paula, or to confirm they do not wish for their information to be shared.
- PPG Members to also share contact details with Jake and Paula (including mobile numbers and Facebook profiles). Paula to set up a SurveyMonkey to facilitate this and to confirm whether the PPG group would prefer a WhatsApp or Facebook group, for internal communications.



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- Viv highlighted that previous minutes and newsletter were incompatible with 'text to speech' software, due to the formatting. It was decided minutes and newsletters will be available to download without graphics, henceforth. Jake volunteered to read a transcript of the Surgery Newsletter, for visually impaired patients who lack 'text to speech' software.
- eConsult still not accessible for visually impaired patients but the clinicians are advised by medical notes homepage of individual patient needs.
 - o COVID leaflets are due to be sent by the Gov't, in brail.
 - o Dr. Munn confirmed that MailChimp was too costly for the limited number of people it supports.

Topic 6: Phlebotomy:

- PPG members were sent an update on phlebotomy procedures, by Paula. Increasingly, blood to be taken at the hospital. This decision is made above the Surgery, and Surgery staff objected to this transition.
 - o PALS is available for those who want to raise complaints (email address listed at end of minutes).
 - o The taking of blood at the hospital commended for being efficient but Diana reflected this may be due to current COVID-19 anxiety.

Topic 7: CCG PPG Network:

- PPG members expressed interest in attending future Clinical Commissioning Group (CCG) PPG network meetings. Previous communication from the CCG limited and website is not regularly updated with meeting dates and times.
- Ian attended previous meeting and agreed to email Jake future dates, to forward on to the rest of the PPG group.
- PPG group notified that Health and Overview Scrutiny Committee (HOSC) sessions are publicly live streamed (Next sitting 26th February 10:00am)
- The CCG network is hoping to reschedule a PPG meeting with a representative from Leckhampton PPG (Jake) to attend

Topic 8: Telephone Recording:

- The phone-in telephone message criticised by PPG for being too long and for having an off-putting tone.
 - o Surgery staff explained that some of the information is required by necessity and highlights the alternative options patients have.
 - o The message helps limit footfall through the surgery telephone line.
 - o The message is update pending new information e.g., the introduction of an Intercom to enter the surgery. Consequently a 'skip' option carries risk of miscommunication.
- A new message transcript to be written by Surgery Staff. To be reviewed by Fiona and Nigel.

Action Points:

- ALL PPG members to email Paula with their info – even it is to say they do not want their information shared (*ALL PPG Members*)
- Jake and Paula to disperse a SurveyMonkey on whether the group would prefer a WhatsApp Group or Facebook Group, for internal communications (*Jake and ALL PPG Members*)



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- Following SurveyMonkey results, PPG members to send either a phone number (for WhatsApp) or Facebook profile to Paula, for Jake to set up groups (*Jake and ALL PPG Members*)
- Surgery Staff to revise telephone transcript. To be reviewed by Nigel and Fiona (*Surgery Staff, Nigel, and Fiona*)
- Clair to review Dr. Cox's eConsult Q&A before it is made public. (*Clair and Dr. Cox*)
- Paula to contact CCG and try and establish better communication link (*Paula*)
- PPG Members to email Jake whether they would be willing to contribute to a PPG Blog, along with possible topic suggestions. (*ALL PPG Members*)
- Social Prescriber, Suzie, to be promoted in Surgery Newsletter and PPG Blog (*Surgery Staff*)
- Future minutes and Newsletters to be formatted plainly, for visually impaired patients (*Maya and Paula*)
- Jake and Paula to confirm next meeting, in April (*Jake and Paula*) – Proposed date: Tuesday 13th April 16:30-17:30

PALS email address: glccg.pals@nhs.net