**Sunbury Health Centre Group Practice (SHCGP)**

**Patient Participation Group (PPG)**

**Minutes of the Core Group Meeting held on**

**Tuesday 24 November 2020, 3.30 pm**

**Agenda**

**Present:**

**SHC:** Richard Fryer (RF), Dave Gill (DG) and Sasha Thurgood (ST).

**PPG Core Group:** David Butler (DB), Tom Fidler (TF), Polly Healey (PH), Neil Huntingford (NH Chair), Diana Huntingford (DH) and Alison Richardson (AR).

1. **Welcome** and **apologies** for absence

NH welcomed everyone to the second online meeting of the Core Group. He explained that again this meeting was going to be shorter than normal and the purpose was for RF & DG to update the group on how the Practice was coping and working in the pandemic, as well as answer questions that had been submitted in advance.

Dorothy Linder, Paul Thompson (PT) and Jenny Downes sent their apologies either pre or post meeting.

**2. Update from the Practice RF & DG**

RF started his update by explaining that the situation at the Practice remains unchanged since the last meeting and is very busy.

He confirmed that the annual Flu campaign has begun well and over 3,000 vaccinations have already been administered. The system is different to previous years since the vaccinations are given on weekdays and social distancing regulations need to be observed at all times. This has also involved a change in the location of the ‘*hot’* and *‘cold’* rooms to maximise patient safety when visiting SHC.

Whilst the target for vaccinating patients aged 65 years and above has almost been achieved, the number of patients under 64 years with underlying health issues who have received the vaccination is approximately half of what it should be. RF explained that this is due to the small amount of vaccines that the Practice has received for this group of patients. In addition the recent announcement of the availability of flu vaccinations for patients aged 50-64 is currently not achievable at the Practice because the amount of vaccines being received does not equal demand. Once the Practice has the required amount of vaccines for both patients less than 64 years with underlying health issues and those aged 50-64, eligible patients will be contacted via Mjog and encouraged to book an appointment online for a vaccination. The staff are able to administer approximately 500 vaccinations a week providing they have the required vaccines.

TF suggested that people are going to be disappointed to learn that flu vaccinations are not available as portrayed in the media. RF explained that the Practice has put information on their Facebook page and on the website alerting patients to the issues with regard to availability of the vaccine and informing them that eligible patients will be contacted via Mjog when vaccinations are available. (*Post meeting this has now begun*).

NH asked if the flu vaccine for the 50 -64 age group was different to that used with patients aged 65+. RF confirmed that it was and stressed that the vaccines for this year’s flu vaccination programme were ordered last year – when the need to include 50 -64 year olds was not known.

RF added that the local federation, with whom the Extended Access Clinics had been established (although not currently operating), had provided the Practice with support. In particular the Practice is able to book patients into clinics now operating at Ashford Hospital. Since these clinics operate 9am – 9pm it is a very useful resource for the Practice to help them cope with demand during this busy period. Similar provision is also available in Walton.

DG reported that the Practice does not expect Covid vaccines to be available before next year. He explained that the Covid vaccination programme will be of a much larger scale than the annual flu vaccination programme and will therefore probably not be delivered at the Practice but at larger sites within the county. The programme is expected to operate from 8am – 8 pm, seven days a week for 48 weeks.

DG added that the NHS is looking to procure sites with the Council and that he was aware that two possible sites, one in Staines and another in Walton, were currently being investigated. He added that the storage requirements for the Pfizer vaccine were adding to the logistical difficulties of procuring a site.

NH asked if the Oxford vaccine, which does not have the same storage requirements, could be administered locally. DG explained that all procurement is being undertaken centrally by the NHS and therefore he is not aware of such plans. He stressed that as more vaccines become available the administration may change and that it is the preference of the Practice to have the vaccinations available at SHC.

In response to a question about the hierarchy to receive the Covid 19 vaccination, DG suggested that those included in the first phase is likely to be:

* People aged 85 and over
* Housebound patients
* Nursing Homes
* NHS staff

This will then probably be followed by patients aged 65-84 and those with underlying health issues of a certain age.

DG stressed that these decisions are being made centrally by the NHS.

**3. Responses to questions submitted in advance**

**Q** PT said that he heard at a meeting of Spelthorne Covid Champions that Ashford St Peters Hospitals & Guildford Royal Surrey are struggling. If this is the case, are there any arrangements in place to refer patients to other parts of Surrey for treatment?

**A** DG clarified that it is the A&E departments at these hospitals that are very busy, the other aspects of the hospitals are working well. Whilst there have been some delays in Outpatients appointments the situation is gradually getting better. Although patients could be sent to other hospitals DG doubted that they would be less busy.

**Q** Has SHC seen any change in the number of enquiries being received during the latest lockdown?

**A** RF reported that the enquiries are different to Wave 1 and the Practice is definitely busier.

DG added that in Wave 1 the NHS ‘closed down’ for many of the referral pathways for approximately two months, which is not the case in Wave 2. The Practice now has to deal with all the issues that were put on hold during Wave 1, the ‘normal’ health issues and Wave 2 Covid which is much more prevalent in the local area than it was in Wave 1. As a consequence the Practice is very busy.

**Q** How are the Flu jabs going - is there a higher take-up this year?

**A** This was answered during RF’s update and he confirmed that that uptake is higher than previous years.

**Q** Has the 'dispute' about the rental demanded by NHS Properties been resolved?

**A** The matter does remain unresolved however RF explained that due to the pandemic this is a very low priority.

**Q** What is the update on the cleaning situation?

**A** RF reported that NHS Properties have become more involved and this has had a very positive impact on the quality of the cleaning.

The 2020 Patients’ Survey

At the PPG Core Meeting on 10 March 2020 it was agreed to postpone the annual Patents’ Survey until later in the year. There was a discussion about whether the survey should take place this year because it does provide valuable feedback. It was agreed that if a survey were to go ahead now the feedback would be heavily based on Covid 19 and would not therefore be a true reflection of the workings of the Practice. As a consequence of the points discussed it was agreed to cancel the 2020 Patients’ Survey and plan to conduct some type of Patients’ Survey, dependent on the situation, in April 2021 (the time of year when the survey has traditionally been undertaken).

**4 Additional questions**

NH asked what morale was like at SHC.

RF said that it was good. Staff are tired and many had been off work due to their children being sent home from school and self-isolating.

DG added that it was challenging having to work in a new way and whilst managing risk. Staff have had to get used to working virtually rather than face:face and some have found this difficult.

DG reported that he was having to attend/view a lot of webinars and deal with an increased level of communications at the end of the working day.

NH asked if there was anything members of the PPG could do to support the staff at SHC. DG replied that once the details on how the Covid vaccinations will be administered there may be a request for people to act as marshals etc. at the sites. This would be an ideal opportunity for PPG members to provide support to the local community.

**5. Other matters**

It was agreed that this style of meeting is appropriate at the moment and that a short, virtual meeting is better than no meeting. It is presumed that the next meeting will be in a similar style – this to be confirmed next year.

**The date of the next PPG Core Meeting is Tuesday 19 January 2021.**

**The date of the next PPG Open Meeting is Monday 29 March 2021 – *to be confirmed.***