

## PPG Meeting by Zoom Monday 4th January 2021 at 2.00pm

### Attendance

David, Peter, Helen, Chris, Kate, Yasmena, Judy, Sheena,  
Guest speakers by invitation Jason and Lisa

### Apologies

Marion

### Any Matters Arising

There were no matters arising

Peter wished us all and everyone in the Practice a Happy New Year

### Presentation

**Jason - Social Prescriber, Lisa - Care Coordinator**

#### Jason

Jason is a social prescriber. His area is Wokingham North PCN. He started his role in February last year so only one month before the first lockdown. Covid has impacted on his role. Patients can be referred by a GP, Nurse, Pharmacist, Admin or Receptionist. This is done by email, this would contain details of the situation and how the referrer thinks the social prescriber could help. Jason works in tandem with a colleague (Milly). They aim to deal with 500 referrals a year between them, 250 each. Jason and Milly have their own shared secure database. They will deal with about 30 patients at any one time. Face to face meetings are not possible at the moment. They deal with welfare, loneliness and mental health issues. Covid has made all these things more acute. They are able to spend more time listening to people than GPs are able to do. They can help with introducing people to befriending schemes. They can suggest activities and clubs to help and could take people to a first meeting if they feel unsure about going to a new place. This of course cannot happen until Covid restrictions are relaxed. Some Patients only need short term help and suggestions as to how to access help while others are more long term, They need to have an exit plan in place at the beginning of the referral and will have to decide when a case can be closed. A GP can ask for a case to be reopened at any time.

#### Lisa

Lisa is a care coordinator. She has only been in the role for 2 weeks so is still finding her feet. Before that she worked at Wokingham Hospital. There will be 5 care coordinators to cover the area. Patients are referred by a GP. It is decided as to what is needed - whether physio or health needs including mental health. The care coordinator with input from the GP will devise a care plan and support for the patient. Making sure support is available on discharge from hospital and will liaise with social services. The role has not yet been totally defined but the coordinator will know whom to contact. The coordinator will check ongoing care plans and needs. The data will be shared with out of hours, West Call and 111 so that everyone is aware of what is in place. Lisa is involved with checking that care plans are adhered to. This means that District Nurses and out of hours services can see the care plan at home with relevant contacts like Social Services etc. The care coordinators will work with hospitals so when a patient is discharged there is a link to all services. Care can take 12 to 16 weeks after a referral to become in place. Jason and Lisa were asked as to whether hobbies could be suggested. This was hoped to be done when organisations restart again. It was also suggested that Town and Parish Council could be a source of information as to activities etc in the surrounding area. Although it seemed to be more to do with helping the elderly, Jason was asked if more young people were being referred with mental health issues as it was thought that youth facilities may not be available for them due to the covid crisis. Jason said there was quite a few welfare issues. C.A.B. could help with some of these. Front Door also helps to get medicine and food for vulnerable people. Volunteers are always needed for this. Helen will pass on Jason and Lisa's email address to us. Peter thanked Jason and Lisa for their interesting talk and time.

### **Report from Parkside Practice - Including Vaccination update.**

Parkside has a new salaried GP also a new admin person has started. The Covid vaccine is causing a lot of extra admin work. A pharmacy technician is employed to oversee medicine reviews and answer queries to free the doctors e.g. when medicines are not in stock or a generic one is given instead of a branded name.

#### Covid Vaccines

In the last 3 weeks 350 patients over the age of 80 have been vaccinated with the first dose of the Pfizer-BioNTech Vaccine. 2 volunteers helped with car parking. Some of the patients had not left their homes since March and nearly all had a walking aid of some sort. After vaccination the patients must stay for 15 minutes to make sure that there are no adverse reactions. The Practice has decided to give these patients the second dose 3 weeks later as originally advised due to the difficulty in contacting everyone to cancel their already booked next appointment. 30 vaccines have been put to one side for Mulberry House Care Home. Dr Brock will do this and Jan will assist her. This will be done on Thursday. Wargrave Surgery have 75 surplus vaccines and are passing these over to Woodley.

Kalsoon is off sick as are 2 nurses. Doctors and admin staff will contact 75 people so this extra vaccine can be used. The staff have been vaccinated. It is not clear when the next doses of the Pfizer vaccine will be available. 5 vaccines are dispensed from one vial but apparently there are actually 6 in each one.

Hopefully the Oxford - AstraZeneca vaccine will arrive on Thursday. This is easier to store as it can be kept in a fridge and has a shelf life of 6 months. The aim is to vaccinate 160 patients every week. There are 790 patients over 80 in the practice and 350 have already been vaccinated so far. The 75-80 year age group will be next. Again as with the Pfizer vaccine they will have to wait 15 minutes after vaccination. As there is only one lift and one set of stairs in the Woodley surgery it was set up to have patients leave via the lift and stairs used by the flats above. Unfortunately one person in the flats objected to this and complained to the management committee so other arrangements have to be put in place making the safe movement of patients a logistical nightmare. The practice may ask the PPG to help with the admin of this roll out. Details of each patient with name date of birth etc requires extra input from backroom staff. Sets of tables are set up and patients guided alphabetically to the tables according to surname. So far no one has been appointed to replace Helen.

#### **Vision/Objectives for the future.**

Marion has arranged for a speaker from the Stroke Association to talk to us at our next meeting.

David will talk about the Parkinson's Association the following month.

Peter has looked at various websites of other PPGs and associations. He suggested we looked on the Health Watch website. The National Association for Patient Participation also has a website it cost £60.00 for the first years and £40.00 thereafter but Peter did not think it would be of much use to us. He suggested that we looked at the websites and give our thoughts next time. Peter suggested we all keep looking into this. Apparently Wargrave PPG help with admin and flu clinics. Some PPGs fund raise. Peter suggested when things are back to normal the practice could hold an open day and we could be involved.

#### **A.O.B.**

**Peter said he would like it to be noted the disgust we all felt when informed that due to one occupier of the flats complaining about the Practice using the back stairs and lift to create a safe one way system during vaccine clinics the Practice can no longer use the back stairs as an exit. We all thought that in these difficult times it was a selfish attitude when we are all trying to pull together for the good of the community.**

The Meeting finished at 3.24pm.

#### **Dates of future meetings**

The next meeting will be 1st February 2021 at 2.00pm by Zoom.

Future meetings are as follows on Zoom unless otherwise advised.

1st March 2021 at 2.00pm, 12th April 2021 at 2.00pm, NO MEETING IN MAY

7th June AGM followed by ordinary meeting at 2.00pm