

PPG Meeting by Zoom Monday 12th April 2021 at 2.00pm

Attendance

David, Peter, Chris, Kate, Yasmeena, Judy, Sheena, Marion
By invitation Steve

Apologies

Helen (Helen joined the meeting at 3.15pm after another meeting)

Any Matters Arising

There were no matters arising

Report from Parkside Practice

Helen reported on the vaccine rollout.

Housebound over 80's vaccinated - 100% have had 1st and 2nd dose.

Care home residents - 100% 1st and 2nd dose. (Care home staff also vaccinated)

Chronic kidney disease patients - 99% (1 patient declined).

Over 80's - 98%

Group 3 (75 to 79 age group) - 98% (14 patients declined)

Group 4 - 95% (16 patients declined)

Shielding - 88%

Group 5 - 93%

Group 6 - 82%

Group 7 - 92%

Housebound 75 - 80 age group - 100%

Housebound 50 - 75 age group - 98%

Renal transplant - 100%

Carers have also been vaccinated. The original list had 139 people coded as carers but this grew to 680 when the government announced carers could be vaccinated. The practice has done its best to accommodate as many as possible. Teachers were also added to the list. Schools in the area were contacted offering the vaccine to over 50's. Some slightly younger were also able to be vaccinated. All learning disability patients have been contacted and the majority have been given the 2nd vaccine.

The total 1st doses given is 6,426

The 2nd doses given 1,520.

This week Monday, Tuesday and Wednesday clinics will be all be for the 2nd dose.

Saturday will be 2nd doses for patients who received the first one up to and including 6th February.

If any PPG members are able to help with this clinic on Saturday please contact Helen.

Volunteers are needed to help as the staff have been working non stop at weekends.

Vision / objectives for the future

Several Ideas were suggested. Some PPGs are very active. It was felt that the PPG should be a conduit between patients and the Doctors/ Surgery, but PPG members should not be contacted directly by the patients who wish to make a complaint. There is a procedure in place for this via the Practice Manager.

It was felt it would be helpful if a doctor could be present.

Maybe someone from the surgery could talk to us about their roll e.g. nurse, receptionist or pharmacist.

Sheena will send the constitution of other PPGs to Peter for discussion.

It was thought that after Covid an Open Day could be organised at the surgery to raise the profile of the PPG. Unfortunately the Web Site is not showing the notes of the meetings. Helen will liaise with Kalsoom and Peter so that a face to face meeting can take place to sort this out.

6-8 people was thought to be a reasonable number for the PPG. Some PPGs have large numbers of members. Data protection laws make contacting patients for surveys difficult.

Sheena will contact another PPG to see how they engage with their practice.

It was decided that the New Practice Manager should be consulted on what they would like from the PPG. It was felt that maybe an extra meeting should be arranged to discuss the way forward with the New Manager.

A.O.B.

Helen was asked if the practice would return to the pre covid way of working after the pandemic. She said that telephone consultations were here to stay and that receptionists would continue to be tasked in finding the appropriate clinician to deal with the situations. Peter brought to Helen's attention that a patient asked to see a nurse and was told that they couldn't but that a doctor would call. This could have been handled better as the patient felt as though they had been fobbed off. It was emphasised that this was not a complaint but that things could have been done differently and perhaps more training in this was needed.

Members wondered why receptionists had the responsibility of deciding who should be seen by whom.

Helen said she had heard that the Madejski Stadium Vaccination centre would be closing but Judy reported that on the News this venue was one of a few who were receiving the new Moderna Vaccine so hopefully this is not so.

The meeting ended at 4.15pm

Change of date for the next meeting

**The next meeting will be by Zoom on Monday 14th June at 2.00pm. (Not 7th June)
This will be the AGM meeting followed by the ordinary meeting.**

NB. there is NO meeting in May