Patient Participation Group Meeting 27.9.21

With the agreement of the group, due to on-going COVID-19 restrictions, the meeting was co-ordinated and led by F Meadowcroft, the Practice Business Manager.

The Zoom meeting remained at the earlier start time of 6pm, as it had been well received by the group at the previous meeting. However,

Two apologies were received prior to the meeting

**FM leaving the practice**

When sending out the meeting invitation to the group, FM informed them that he had accepted another role within the NHS the role and would be leaving the practice towards the end of October. Consequently, September's meeting was to be his last one

FM said he was very grateful for the kind words he had received from members of the patient group wishing him well. He went on to thank the group for their attendance at the meetings during his time with the practice and the support they had given him throughout his tenure.

Several of the group asked what would happen regards the management of the practice going forward. FM explained that Lorraine Townsend had carried the title of Practice Manager for a number of months and had overseen the day-to-day running of the practice for some time prior to that.

FM explained that his role for the last couple of years had been predominantly around finance (payroll, accounting/book-keeping) and contracting. It had been agreed that the payroll and accounting services would be outsourced to specialist companies and Lorraine would pick up the contracting side of his role.

The Administration Manager, Michelle Gilmour, has developed very well in her role over the course of last three years, and as Lorraine’s role has broadened so has Michelle’s. This has enabled Lorraine to be able to pick up the contract management side of FM’s role.

FM said that the practice had moved forward in a number of ways over the course of the last four years which is one of the main reason the practice had been able to remain open and fully functioning during the most challenging times of the pandemic.

**Format of future meetings**

FM said that he was very aware the format of meetings had changed over the course of the last 18 months – not least using Zoom - and had discussed with the group in recent times about how they wish for the meeting to function. The group said they were happy for the meeting to continue in a “parish-notices” style whereby a practice representative (formerly FM, going forward Lorraine) will talk about a variety of topics relating to what has been happening in the practice over the course of the previous couple of months for members of the group to then ask questions, and for them to feed back to their own networks and social groups.

**Practice Activity Data**

FM said the main reason behind presenting practice activity data since at meetings from the start of spring was because it was becoming apparent that a number of aspects of the local community were beginning to open up and return to some form of normality. However, due to the nature of the work of general practice the pandemic has seen a change in how the service had been delivered during that time with some elements unlikely to ever be reversed. Much to the detriment of the morale of people working in the service the way these changes have been presented in a number of media outlets has led some members of the public hold a firm belief that general practice is either not operating fully or at least not operating in the way those people think it should be.

As a direct consequence of this FM felt it was very important to present appointment, telephone, prescribing and patient online services data to the group at each meeting so people were aware that not only was the practice open and fully functioning but that it was managing a level of demand it had never experienced before.

The group understood why FM had done this wand were disappointed to hear of stories of patients being rude and/or demanding to members of the Medical Administration team when contacting the practice.

**Flu Vaccination Campaign**

FM informed the group that there had been a delay in flu vaccines being delivered to the practice and this was going to make flu season - and in turn the COVID booster campaign - more challenging than it was already expected to be.

Practises had not received a great deal of information from the vaccine providers until mid-August which is around the time patient letters are starting to be drafted.

FM said all four practices in Swinton had been affected by this issue, which has not only seen a delay in the delivery of the vaccines but also a reduction in the amount of vaccines being delivered in the first instance. So, not only will there be a delay with the commencement of flu clinics, less patients will be attending than had been planned. As a consequence, the vaccination programme is likely to run well into December, approximately six weeks longer than the programme would normally be fully active.

FM told the group whilst it is extremely disappointing there really is not very much the practise can do about the situation.

**COVID booster vaccinations**

FM informed the group that there would be a more local COVID vaccination programme than previously available, and this will run in conjunction with the city-wide service which delivered the first and second vaccines.

The local service will be delivered as part of the Swinton Primary Care Network, which is made up of The Sides, Silverdale, The Poplars and The Lakes. The service will run out of two location, Poplars MC and Silverdale MC.

**AOB**

No one raised any other business.

Meeting ended at 7pm

The next meeting is scheduled for 29th November 2021

FM 191021