

Robin Lane Health and Wellbeing Centre

Patient Participation Group Meeting

23rd June 2021

1.	Welcome and introductions Joanna Ford introduced to those who did not meet Joanna in the previous PPG meeting. Joanna will be covering Karen Wood's maternity leave. Joanna is joined by Claire Turnbull, Head of Support Services.
2.	Ground Rules/Terms of reference Refreshes ground rules and terms of reference. Confidentiality -We will tell you if something is confidential and we ask you not to share this information with anyone outside of the meeting. Avoid personal references! -As patient champions we think about the needs of the wider public. Avoid assumptions! -Base discussion on evidence and good practice. Listen -Listen actively and attentively. Avoid interruptions. Challenge -Critique ideas, not people. Find solutions! -Build on one another's comments; work toward shared understanding. Do not monopolize discussion! -Give others a chance to speak. It's not a grumbling shop. -Focus needs to be on improvement, not complaints. Respect -Other people's thoughts, ideas and suggestions (even if you don't agree with them). Mobile phones -Please switch them off or put them on silent!
3.	Practice Update

	<p><u>New starters:</u></p> <ul style="list-style-type: none"> • 2 new booking service advisors joined the team in March – Lydia Smith and Katie Alexander. Lydia will be leaving us next month for pastures new. <p><u>Returning staff:</u></p> <ul style="list-style-type: none"> • Dr Ashcroft has returned from long term sick leave • Dr Emma Kitlowski is still on Maternity, but working ‘keep in touch days’ and is due to return in August <p><u>Changes:</u></p> <ul style="list-style-type: none"> • Dr Swaraj Dewedi (GP Registrar) will leave Robin Lane on Friday 23rd July. From August we will have 2 new GP Registrars • Christina Harrison has taken part-retirement and is now working 2 days a week - Tuesday & Wednesday • Sue Walker has reduced to 2.5 days – working Tuesday afternoon, all day Wednesday and Friday.
4.	<p>Primary Care Network (PCN) Update</p> <ul style="list-style-type: none"> - Chit Chat Group Meeting – Tuesday 13th July. St James’s church, Galloway Lane, Pudsey LS28 8RA. - If you would like to join or want further information on peer support groups, becoming a volunteer or joining a patient participation group please contact Rebecca on 07736972345

PEER SUPPORT CHIT CHAT GROUP



Led by Rose Watson and Alison Holgate - Health Champions



Has lockdown left you
feeling lonely or isolated?

Would you like the opportunity
to talk to others and take part in
activities then why not come along?

Light refreshments provided

St James's Church, Galloway Lane, Pudsey, LS28 8RA

If you would like to join our Chit Chat group or want further information on peer support groups, becoming a volunteer or joining a patient participation group please contact Rebecca on 07736972345

Working collaboratively, and at scale to flourish & build resilience to ensure we continue to develop and deliver the best health care services to our local population



5. Covid Vaccinations

- Invitation effort
 - o We are continuing to book patients in for their 2nd dose COVID-19 vaccinations, both Astra Zeneca and Pfizer.
 - o Struggling to fill clinics.
 - o Text invites have been utilised for patients who have mobile phones, and access to the internet for online booking. Staff have been supporting this and inviting patients who do not have a mobile number or have not responded to the text invite. Managers, secretaries, pharmacists as well as front desk receptionists all contributing to the effort of contacting patients to offer the vaccine.
 - o The NHS national booking service are inviting patients aged 18 or over (book online <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or call 119).
- Practice Uptake (correct as of 01 June 2021)

Cohort	Received 1st Dose	Received 2nd Dose
Housebound patients	98%	89%
80yrs and over	100%	98%
Health & Social Care Staff (patients)	96%	80%
75yrs – 79yrs	97%	96%
70yrs – 74yrs or High Risk	94%	91%
65yrs – 69yrs	94%	90%
16yrs – 64yrs with high-risk condition	90%	74%
60yrs – 64yrs	90%	78%
55yrs – 59yrs	89%	51%
50yrs – 54yrs	88%	34%
40yrs – 49yrs	80%	17%
30yrs – 39yrs	52%	13%
18yrs – 29yrs	20%	11%

- National Uptake: (correct as of 10th June2021) - <https://www.england.nhs.uk/statistics/statistical-work-areas/covid-19-vaccinations/>

	ed 1st Dose	ed 2nd Dose
nd over		
79yrs		
74yrs		
69yrs		
64yrs		
59yrs		
54yrs		
49yrs		
44yrs		
39yrs		
34yrs		

- Demonstrating Covid-19 Vaccination Status - Can be displayed on the NHS app or can request a paper copy from 119, posted to your home address within 5 working days.

Demonstrating your COVID-19 Vaccination Status

From the **17th May 2021**, those who have received a full course of the COVID-19 vaccine (currently 2 doses of any approved vaccine) will be able to display their vaccination status when travelling abroad if this is requested. It is important to check and follow any other rules when travelling abroad – like getting a negative pre-departure test.



Digital Version



Download the FREE NHS App to your smartphone or tablet.

Aged 13+ & registered with a GP in England.

It is recommended that you register with the app before booking international travel, or at least 2 weeks before departure date.



Paper Version



Call the NHS helpline 119 & ask for a letter to be posted to your home address.

Contact must be made at least 5 days after you've completed your course of vaccine.

The letter is expected to take up to 5 days to reach you.

GPS CANNOT PROVIDE LETTERS SHOWING YOUR COVID-19 VACCINATION STATUS.

Please use the above methods.

For more information visit: <https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad> (or scan the QR code →)



SCAN ME

6. Why are we so busy and why is demand high?

- Covid vaccine clinics:
 - Clinics continue to be run at Robin Lane Surgery (Astra Zeneca) and at Hillfoot Surgery (Pfizer), to offer our patients the 2nd vaccination.
 - Currently our services are impacted as admin and clinical staff are involved in organising and running COVID-19 vaccination clinics, which removes staff recourse from other areas of our service:
 - Reduces staff answering the telephones as they are contacting patients inviting them to the clinics.
 - Reduces the number of clinical appointments (nurses and GP) as clinicians needed to run the clinics.
 - Admin staff are also required to assist the vaccination clinics for marshalling, checking in and data entry after vaccinating.
 - Our PCN have made a difficult decision that we will not vaccinating Cohorts 10-12 (under 50s) for 1st doses, we will however provide the 2nd dose to any patients who have received their 1st dose from ourselves.
 - We will continue to vaccinate patients in cohorts 1-9 (aged over 50).
 - This decision has been taken because we are keen to use NHS resource as efficiently as possible, and we believe the current population groups are able to travel to other locations such as community pharmacists and Elland Road.
 - We are keen to return to business as usual, start to offer more long-term condition appointment and support the pressure that the hospitals are currently experiencing.

	<ul style="list-style-type: none"> ○ Other sites have been specifically designed to provide these vaccinations to patients. Sites are yet to be confirmed; Elland Road will continue, and it is expected that another 2 sites in Leeds will be available, 1 hopefully will be in Pudsey. - <u>High demand for GP appointments:</u> <ul style="list-style-type: none"> ○ Patients have put off seeing a GP during the pandemic, and now that services are slowly returning to normal, we have seen an increase in patients approaching us to book a GP appointment. - <u>Referral delays to secondary care:</u> <ul style="list-style-type: none"> ○ Due to the COVID-19 pandemic a lot of secondary care services were put on hold, however patients were still being referred by the GP to these services. Secondary care now has a backlog of patients who need to be seen by specialists, which is resulting on long wait times for patients to receive the medical intervention needed. ○ This is resulting in patients requesting GP appointments to discuss the referral or ongoing symptoms, which would usually have been seen by secondary care within this time frame, further increasing demand for GP appointments. - <u>What are we doing?</u> <ul style="list-style-type: none"> ○ Appointments continue to be booked via online and over the telephone & cannot be booked at front-desk <ul style="list-style-type: none"> ▪ Percentage of the appointments are released online at 7pm evening prior ▪ Remainder of the morning appointments are released over the telephone and online at 8am ▪ GP Appointments cannot be booked at reception ▪ E-consultations continue to be utilised, providing patients with an additional route to obtain non-urgent medical advice, clinical or admin without telephoning the surgery or needing a GP appointment.
7.	<p>AOB</p> <ul style="list-style-type: none"> - <u>Data sharing opt-out – GP Data for Planning and Research (GDPR)</u> <ul style="list-style-type: none"> ○ Data share has been delayed from 1st July to 1st September. ○ There are 2 types of data sharing. Type-1 opt-out is in relation to secondary users. Type-2 opt out is for primary users, meaning that if a patient was to move surgery their records cannot be seen by the new surgery. ○ Useful links: https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research ○ Patients over 13 can opt out online: https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/

	<ul style="list-style-type: none">○ Or can complete the following form (over 13 complete own form, under 13 parents can complete) - https://assets.nhs.uk/nhsuk/cms/documents/Make_and_manage_your_choice_or_your_childs_choice_PDF_224kb.pdf○ Reception also have forms available for completion.○ <i>Materials to be created and shared on Facebook</i>
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