

**Robin Lane Health and Wellbeing Centre  
Patient Participation Group Meeting  
26<sup>th</sup> February 2021**

**Attendees:**

Karen Wood (Patient Engagement Manager)

Joanna Ford (Site Coordinator)

<b>1.</b>	<p><b>Welcome and introductions</b></p> <p>Joanna Ford introduced to those who did not meet Joanna in the previous PPG meeting. Joanna will be covering Karen Wood's maternity leave. Karen will be on maternity leave from the 1<sup>st</sup> April 2021.</p>
<b>2.</b>	<p style="text-align: center;"><b>Terms of Reference and Our Ground rules – Updated as per CCG guidance February 2021.</b></p> <p><b>Confidentiality</b></p> <p>-We will tell you if something is confidential and we ask you not to share this information with anyone outside of the meeting.</p> <p><b>Avoid personal references!</b></p> <p>-As patient champions we think about the needs of the wider public.</p> <p><b>Avoid assumptions!</b></p> <p>-Base discussion on evidence and good practice.</p> <p><b>Listen</b></p> <p>-Listen actively and attentively. Avoid interruptions.</p> <p><b>Challenge</b></p> <p>-Critique ideas, not people.</p> <p><b>Find solutions!</b></p> <p>-Build on one another's comments; work toward shared understanding.</p> <p><b>Do not monopolize discussion!</b></p> <p>-Give others a chance to speak.</p> <p><b>It's not a grumbling shop.</b></p> <p>-Focus needs to be on improvement, not complaints.</p> <p><b>Respect</b></p> <p>-Other people's thoughts, ideas and suggestions (even if you don't agree with them).</p> <p><b>Mobile phones</b></p> <p>-Please switch them off or put them on silent!</p>
<b>3.</b>	<p><b>Practice Update</b></p> <p>New staff members were discussed.</p> <ul style="list-style-type: none"> <li>1 Care Navigator, Samuel Wood will be working between both Manor Park Surgery and Robin Lane Surgery, temporary position to cover maternity leave.</li> <li>1 GP Registrar – Dr Swaraj Dewedi</li> <li>1 Pre-reg pharmacist - Arshad Patel</li> <li>1 Medical Student – students rotate every 5 weeks.</li> </ul> <p>Dr Emma Kitlowski and Kirsty Worth (HCA) are currently on maternity leave</p>

Dr Rachel Ashcroft is on long term sick

### **Primary Care Network (PCN) Update**

There are now a team of 3 paramedics - Leilah, Paul and Leonie. This team visit housebound patients for acute illnesses. Their appointments are shared between all surgeries in the PCN. Kelly McGill, joins Kelly Robson (one of our previous care navigators) as a phlebotomist for the PCN, carrying out both domiciliary (home visits) and surgery-based blood tests.

### **Practice Appointment Update**

- GP appointments are all telephone initially unless the GP invites the patient for face-to-face (f2f) assessment. To be booked online or over the telephone, cannot be booked face to face in surgery.
- Pharmacist appointments are all telephone appointments - Katie Burnage is still working from home Monday to Wednesday, and on-site Thursday and Friday.
- Nurses are doing a mixture of f2f and telephone appointments. Still not able to carry out ear syringing or spirometry.
- Midwife appointments are split f2f and telephone, the initial booking appointment is half f2f and half telephone, 18 and 25 weeks are telephone (unless complications then f2f) and all appointments past 25 weeks are f2f.

4.

### **Covid Vaccinations**

Invitation effort – All available staff have been involved with inviting as many patients in as possible when we are notified of vaccine deliveries. Managers, secretaries, pharmacists as well as care navigators all contributing to the effort of contacting patients to offer the vaccine. Short notice of deliveries means staff are informed 1-5 days before the delivery of vaccines, in which time clinics are added and patients are contacted and booked for the vaccine.

#### Uptake

Care homes - 97% vaccinated

80yrs and over – 97% vaccinated

Healthcare worker – 50% vaccinated

75-79yrs – 95% vaccinated

70-74yrs or Clinically extremely vulnerable – 81% vaccinated

65-69yrs – 74% vaccinated

16-64yrs with high-risk condition – 26%

60-64yrs – 11% vaccinated

55-59yrs – 13% vaccinated

50-54yrs – 10% vaccinated

Housebound patients – 93% vaccinated

Factors affecting these percentages include patients who may be in hospital, new patient's coming into the area who may not yet have been contacted, patients who have declined or are as yet undecided and mostly patients who do not have the correct contact details recorded on their patient notes.

#### Covid Clinics

	<p>Clinics have been hosted at both Hillfoot Surgery and Robin Lane HWBC. Hillfoot Surgery is being used by all practices within our PCN, due to them having the 2 portakabins in their car park and having sufficient space to host these clinics. Robin Lane staff have been using Hillfoot Surgeries facilities to deliver the Pfizer vaccine. This is due to the inability to transport the vaccine more than 3 times, as the vaccine is unstable and would become denatured.</p> <p>Robin Lane HWBC are hosting vaccination clinics, for Robin Lane patients only, using room G1 near the reception desk. The Astra Zeneca vaccine is been administered at Robin Lane HWBC.</p> <p>Staff from various departments have helped coordinate these clinics; from directing cars, directing and assisting patients and ensuring proper logging of vaccine given come rain, snow, and very occasional sunshine.</p>
<b>5.</b>	<b>AOB</b>