

**Manor Park Surgery**  
**Patient Participation Group**  
**February 2021**

**Attendees:**

Matt Barton (GP Partner)  
Karen Wood (Patient Engagement Manager)  
Joanna Ford (Site Coordinator)  
Jacqueline Worthington (Patient Representative)  
Kevin Ritchie (Patient Representative)  
Michaela Stevenson (Patient Representative)  
Philip McConnell (Patient Representative)

<b>1.</b>	<b>Welcome and introductions (MB)</b>  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.
<b>2.</b>	<b>Our Ground rules – Updated as per CCG guidance February 2021.</b>  <b>Confidentiality</b> -We will tell you if something is confidential and we ask you not to share this information with anyone outside of the meeting.  <b>Avoid personal references!</b> -As patient champions we think about the needs of the wider public.  <b>Avoid assumptions!</b> -Base discussion on evidence and good practice.  <b>Listen</b> -Listen actively and attentively. Avoid interruptions.  <b>Challenge</b> -Critique ideas, not people.  <b>Find solutions!</b> -Build on one another's comments; work toward shared understanding.  <b>Do not monopolize discussion!</b> -Give others a chance to speak.

	<p><b>It's not a grumbling shop.</b> -Focus needs to be on improvement, not complaints.</p> <p><b>Respect</b> -Other people's thoughts, ideas and suggestions (even if you don't agree with them).</p> <p><b>Mobile phones</b> -Please switch them off or put them on silent!</p>
<p><b>3.</b></p>	<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>2 Salaried GPs: Dr Charlotte Coffey and Dr Jude Gordan</li> <li>4 new GP Registrars (registrars change in February and August): Dr Owais Hassan, Dr Fazeel Ahmed, Dr James Morris and Dr Olayinka Awopegba (Yinka).</li> </ul> <p>Stacey Rawcliffe is returning from maternity leave next week (1st March) her working days will be Mon, Tues and Fri.</p> <p><b>Primary Care Network (PCN) Update</b></p> <p>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.</p> <p>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.</p> <p>Matt gave an overview on how the different surgery sites within the PCN are working together to provide services and clinical space, due to COVID-19 and the social distancing measures that are in place. Discussed how services are within an area of the patients registered surgery, which may be easier for some patients than having to travel to the city centre. Kevin pointed out that depending on where patients were to live in Bramley, and public transport, it may be difficult for patients to attend the other PCN surgery sites. Matt explained that we are aware of these challenges and this is one of the reasons Manor Park Surgery now have a portacabin in the car park, with the aim that some of the PCN services can be hosted form here in the future. Currently the PCN Occupational Therapists are based Manor Park.</p>

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

- 80yrs and over – 97% vaccinated
- Health & Social Care Staff (patients) - 57% vaccinated
- 75yrs – 79yrs – 92% vaccinated
- 70yrs – 74yrs or High Risk – 77% vaccinated
- 65yrs – 69yrs – 85% vaccinated
- 16yrs – 64yrs with high-risk condition – 32% vaccinated
- 60yrs – 64yrs – 14% vaccinated
- 55yrs – 59yrs – 13% vaccinated
- 50yrs – 54yrs – 15% 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

Clinics have been hosted at both Hillfoot Surgery and Manor Park Surgery.

Hillfoot Surgery is being used by all practices within our PCN, due to them having the 2 portacabins in their car park and having sufficient space to host these clinics. Manor Park 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.

Manor Park Surgery are hosting vaccination clinics, for Manor Park patients only, within the portacabin now on site. The Astra Zeneca vaccine is been administered at Manor Park.

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>Kevin queried how the vaccines were allocated between sites and how we were contacting patients and if we are contacting certain patients for particular sites. Explained it is something we do not have control over, the location is dependent on which vaccine we are due to receive, as above Pfizer is given at Hillfoot, and Astra Zeneca are administered at Manor Park. Kevin also queried if received 1<sup>st</sup> Pfizer vaccine would you receive the 2<sup>nd</sup> vaccine. Matt discussed briefly how the vaccines worked and clarified that the 2 doses should be of the same vaccine.</p> <p>Jacqueline queried if a patient was contacted and told they would be given the Astra Zeneca vaccine would they have to have this. Discussed that it would depend what vaccines we had available as to what we would be able to offer, however if the patient couldn't have the Pfizer vaccine due to severe allergic reaction, they would be contacted for Astra Zeneca vaccine once available.</p>
<p><b>5.</b></p>	<p><b>AOB - Telephone Waiting Times</b></p> <p>To investigate feedback and longer waiting times, data was pulled from our telephone system and showed the following in comparison to 2020.</p> <p><b>Data pulled from telephone system shows us that:</b></p> <p><b>2020</b> - The practice was averaging 1170 calls per week = 234 calls per day.</p> <p><b>2021</b> - The practice is averaging 1268 call per week = 254 calls per day</p> <p>Extra 20 calls per day – Extra 100 calls per week in comparison</p> <ul style="list-style-type: none"> <li>- Huge increase in calls made to practice, especially after something covid related featured in the media.</li> <li>- Confusion from patients seeking advice on shielding.</li> <li>- Lots of calls from pts requesting to know when their vaccine will take place.</li> <li>- Lots of outgoing calls to invite pts in for vaccines which means reduced staff answering telephones, patients who missed calls ringing back which again increases call volume into practice.</li> <li>- Managing staff absence through isolating.</li> <li>- Staff spending more time on calls signposting patients to correct mental health services etc where appropriate.</li> </ul> <p>Matt explained that the professional team find out information updates related to COVID at the same time as the general public, unlike pre-COVID when professionals would be informed of updates prior to press release. We therefore generally do not have any answer for these queries; however we do see a massive increase in calls</p> <p>Philip queried what proportion of the surgeries appointments were released online, as this may help with telephone demand. Matt explained that we are contractually obliged to release 25% of all our appointments online, and as we cannot release nursing appointments online due to incorrect bookings this translates to 50% of GP appointments. Matt also stressed that we would not want to offer more online as</p>

would be a disadvantage to those who are unable to access online services. Michaela stressed there are problems logging into the system.

Philip suggested posting an announcement on facebook as to when the best times are for patients to call for queries. Karen explained that majority of the calls we receive are COVID related and therefore post regular updates about new COVID information, Karen also explained that our facebook following is increasing, which is great. Philip suggested tagging community pages in our facebook posts, Karen agreed this was a great idea.

Matt raised that there is also new information added to the telephones as and when new information is released, informing patients what to do should they have any queries, with the aim that they will put the phone down and leave the telephone queue before speaking to a booking service advisor.

Michaela expressed that after listening to the telephone message and choosing the correct option, there are no appointments available. Matt acknowledged this and did explain that some days we do have free appointments whereas other days the appointments go really quickly. Matt explained that unfortunately a large amount of GP appointments are booked by patients to obtain information that could have been sourced online or via the Booking Service Advisors or Care Navigators.

Philip suggested that we continue to offer the option of zoom meetings even if the meetings were to return to normal, to ensure the option is available for those who cannot get to the surgery. Matt voiced that if anyone were to know others who would like to join, to let us know.

Karen ended the meeting by thanking everyone and explaining that if anyone had any further questions to please contact us by email.