

**Manor Park Surgery**  
**Patient Participation Group**  
**17<sup>th</sup> June 2021 – 1pm**

**Attendees:**

Matt Barton (GP Partner)

Joanna Ford (Patient Engagement Manager)

Kevin Ritchie (Patient Representative)

Philip McConnell (Patient Representative)

Jennifer Humphreys (Patient Representative)

Jacqueline Worthington (Patient Representative)

Michaela Stevenson (Patient Representative)

<b>1.</b>	<b>Welcome and introductions (JF)</b>  Welcomed everyone to the meeting.
<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>Congratulations to Phil &amp; Angela McConnell who were awarded British Empire Medals in the Queens Honours for their community work! (JF)</b></p>
<p><b>4.</b></p>	<p><b>Practice Update (JF)</b></p> <ul style="list-style-type: none"> <li>- <u>New starters</u>: 2 new booking service advisors joined the team in March – Lydia Smith and Katie Alexander.</li> <li>- Practice doors are now unlocked, although ask that patients only attend if they have a booked appointment and COVID-19 screening is still taking place.</li> </ul>
<p><b>5.</b></p>	<p><b>Primary Care Network (PCN) Update (JF)</b></p> <ul style="list-style-type: none"> <li>- Briefly discussed the various services available via the PCN. Examples: clinical practitioners assisting with home visits and COVID-19 vaccinations. HCAs offering blood tests appointments, as well as home visit bloods. Pharmacists, Physio first, occupational therapists, frailty services – who are seeing patients both by telephone and face to face.</li> <li>- Matt discussed that the PCN are continuing to increase their distribution of services between Pudsey and Bramley, to be more conveniently accessed by patients registered at Manor Park and West Lodge.</li> <li>- Chit Chat Group Meeting – Tuesday 13<sup>th</sup> July. St James's church, Galloway Lane, Pudsey LS28 8RA.</li> <li>- 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</li> </ul>

# 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*



## 6. Covid Vaccinations (MB/JF)

- Invitation effort (MB)
  - We are continuing to book patients in for their 2<sup>nd</sup> dose COVID-19 vaccinations, both Astra Zeneca and Pfizer.
  - We are struggling to fill clinics.
  - 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.
  - The NHS national booking service are inviting patients aged 21 (now 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) (MB)

<u>Cohort</u>	<u>Received 1<sup>st</sup> Dose</u>	<u>Received 2<sup>nd</sup> Dose</u>
Housebound patients	99%	92%
80yrs and over	98%	97%
Health & Social Care Staff (patients)	94%	65%
75yrs – 79yrs	94%	92%
70yrs – 74yrs or High Risk	91%	86%
65yrs – 69yrs	93%	89%
16yrs – 64yrs with high-risk condition	82%	67%
60yrs – 64yrs	89%	75%
55yrs – 59yrs	86%	44%
50yrs – 54yrs	81%	26%
40yrs – 49yrs	71%	14%
30yrs – 39yrs	47%	12%
18yrs – 29yrs	16%	7%

- National Uptake: (correct as of 10<sup>th</sup> June 2021) -

<https://www.england.nhs.uk/statistics/statistical-work-areas/covid-19-vaccinations/>

<u>Cohort</u>	<u>Received 1<sup>st</sup> Dose</u>	<u>Received 2<sup>nd</sup> Dose</u>
80yrs and over	94.5%	91.8%
75yrs – 79yrs	100%	100%
70yrs – 74yrs	97.5%	95.4%
65yrs – 69yrs	95%	91.3%
60yrs – 64yrs	99.5%	90.4%
55yrs – 59yrs	97.2%	77.5%
50yrs – 54yrs	91.4%	67.9%
45yrs – 49yrs	84.4%	N/A
40yrs – 44yrs	86%	N/A
35yrs – 39yrs	72.3%	N/A
30yrs – 34yrs	58.2%	N/A

***Kevin stated he felt Manor Park were offering a fantastic service. The low uptake in Bramley and options to increase this were discussed.***


**Matt explained that unlike the mass vaccination sites we are facing more difficulties in advertising as our clinics are dependent on deliveries and this leaves us with limited time between deliveries and clinics.**


**Phil suggested promoting having the vaccination on social media may help – agreed. JF to design materials and share with Phil and on MP facebook group.**

- Demonstrating Covid-19 Vaccination Status (JF)
  - o You may be required to demonstrate your vaccination status when travelling abroad or attending organised events such as concerts/sporting events.
  - o COVID-19 vaccination status can be displayed on the NHS app on a smartphone or tablet or can a paper copy can be requested from 119. 119 will post this to your home address within 5 working days.

## Demonstrating your COVID-19 Vaccination Status

From the **17<sup>th</sup> 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 →)



**7. Why are we so busy and why is demand high? (MB)**

- **Matt explained that demand for our service has risen exponentially, despite us approaching the summer months which are typically quieter for GP practices. Matt discussed the below, more details added for context/better understanding.**
- Covid vaccine clinics:
  - o Clinics continue to be run at Manor Park Surgery (Astra Zeneca) and at Hillfoot Surgery (Pfizer), to offer our patients the 2<sup>nd</sup> 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. Matt explained that currently 8-10 clinical sessions (mix of GP and Nurse) are lost for the COVID-19 vaccination clinics each week.
  - 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 1<sup>st</sup> doses, we will however provide the 2<sup>nd</sup> dose to any patients who have received their 1<sup>st</sup> 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.
- 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.
- High demand for GP appointments:
  - 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.
- Referral delays to secondary care:
  - 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 reopened in September, but now has a backlog of patients who need to be seen by specialists, from before and during the pandemic. This is resulting in long wait times for patients to receive the specialist medical care 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.

	<ul style="list-style-type: none"> <li>- <u>What are we doing?</u> <ul style="list-style-type: none"> <li>○ Appointments continue to be booked via online and over the telephone &amp; cannot be booked at front-desk <ul style="list-style-type: none"> <li>▪ Percentage of the morning appointments are released online at 7pm evening prior - to help free the telephones in a morning</li> <li>▪ Remainder of the morning appointments are released over the telephone and online at 8am</li> <li>▪ Afternoon appointments are released over the telephone and online at 1pm.</li> <li>▪ E-consultations continue to be utilised, providing patients with an additional route to obtain non-urgent medical advice without telephoning the surgery or needing a booked GP appointment. Both clinical and admin requests can be submitted by this route. On average currently receiving 25 per week.</li> </ul> </li> <li>○ The practice door is now unlocked, although closed &amp; patients will continue to be screened for COVID-19 symptoms on entering the building. <ul style="list-style-type: none"> <li>▪ We believe this will help patients who are struggling to contact the practice by telephone but have a query</li> <li>▪ Appointments cannot be booked at reception</li> </ul> </li> </ul> </li> </ul>
8.	<p><b>AOB</b></p> <p><b><i>Jenny asked what would happen if a patient wants to be seen.</i></b></p> <ul style="list-style-type: none"> <li>- Matt explained that none of the GPs prefer telephone appointments. The transition to telephone appointments has not been easy. However, it is currently not safe or right for staff or patients to return to face-to-face appointments due to the new variants. Patients are seen if needed to obtain further clinical information, patients are not seen on a want basis but a needs basis.</li> </ul> <p><b><i>Jenny asked if we could see a time when this will be safer, will the surgeries then think about returning to face-to-face.</i></b></p> <ul style="list-style-type: none"> <li>- Matt stated we are already thinking about this. Currently we offer a telephone appointment initially then face-to-face if required, as directed by NHS England.</li> <li>- Due to the pinch points (entrance) in the practice we cannot have all patients having face-to-face appointments at present. Currently GPs telephone the patient and can request photos remotely or make arrangements for the patients to be seen face-to-face. IT has advanced during the pandemic allowing more things to be done remotely.</li> </ul>

- Patients prefer the ease of booking appointments online and complete e-consultations without the need to telephone the surgery.
- Triage also helps ensure patients are seen by the most appropriate clinician and avoids unnecessary appointments.
- A flexible consultation model allows more time for those patients who need to be seen.

***Phil suggested/asked if zoom was used for patients***

- Matt explained that this was trialled at the beginning of the pandemic, however, did not work. The patient would have to have the telephone consultation prior and then a link would be sent for the video call. Clinically Matt has found that patients prefer to talk on a telephone than on a video. Also, hard to assess things such as skin complaints on video due to movement, much better to have still pictures.

***Jackie asked if the hospitals were transferring appointments to GP.***

- Matt explained that it is happening, however sometimes not relevant and is resulting in patients being referred back to the hospital.

***Jenny asked about the sharing of information to secondary sources***

- Matt explained that the data share has been delayed from 1<sup>st</sup> July to 1<sup>st</sup> September. Explained that 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/>
- 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\\_22\\_4kb.pdf](https://assets.nhs.uk/nhsuk-cms/documents/Make_and_manage_your_choice_or_your_childs_choice_PDF_22_4kb.pdf)
- ***JF to create materials on this and share on Facebook & with Phil.***

***E-consultations were discussed –***

- E-consultations can be accessed on our website – [www.manorparksurgery.co.uk](http://www.manorparksurgery.co.uk) & Selecting the “contact your doctors online” (appears at bottom of page in a blue strip. Here you can submit clinical or admin requests. If clinical, a series of questions relevant to your medical concern are asked, and if suitable will be sent through to the GP. If more urgent care is needed the webpage will provide details of next steps for the patient.



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|  | <ul style="list-style-type: none"><li>- The benefit of e- consultations is that it helps take pressure off the phones for patients that don't have smart phones etc and therefore they can get through more quickly.</li><li>- <b><i>JF to create material for sharing on Facebook and with Phil.</i></b></li></ul> |
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***Phil suggested that we share our next PPG meeting date on Facebook, to encourage more patients to join. Agreed.***