



Minutes Of PPG Zoom Meeting 11th May 2021

In attendance: PPG members and Practice staff.

The meeting was held using Zoom technology with PPG attendees at home and Practice personnel in the surgery.

Welcome. The Chairman welcomed everyone to the meeting & apologies were noted.

1. **Minutes of previous meetings.** The minutes of the meeting on 10th February 2021 were approved.

Matters arising from the minutes:

The matters arising from past meetings have not yet been addressed due to the need for Practices to focus on activities relating to the pandemic. It is hoped that statistics to use for DNA analysis may be provided once face to face appointments resume. In addition, the Abbey Practice will be contacted about their success with the patient survey last year to establish if there is anything we could do to improve our results.

2. Update from the Practice.

There is a lot of pressure currently and hence the demand on staff over the last two lockdowns. Record amounts of overtime have been created with staff working at weekends and cancelling annual leave. As hospitals have been overflowing with patients, those who have not been well enough to go home have been in temporary intermediate beds (25 connected to TVH) and therefore the Practice have had to provide two to two and a half days a week of clinical time to these patients leaving less capacity for locums. Since the December vaccination program started, beginning at Pensilva and Launceston, some 17300 jabs have been given, 25% in secondary care and 75% in primary care. Praise was offered relating to staff performance from January to May in keeping the East Cornwall network ahead of the government program. Home visits have been a challenge with the job of staff at the Practice more or less being overwhelmed by Covid but the overall experience for staff has been good.

Practice staff were able to secure Callington Town hall for two vaccination clinics, the first clinic seeing approximately 440 patients attend. There have been issues with supply so there will only be two clinics at Callington. In addition, 7000 flu vaccines were given starting at the end of 2020 and finishing in January 2021 reflecting an 84% uptake.

Changes to the existing East Cornwall PCN have resulted with Tamar VH and Launceston forming a new separate PCN from 1st May 2021 enabling the two Practices to offer greater flexibility with 35000 patients. The TVH has recruited a new member of staff to the new PCN. The PPG offered thanks to the Practice on behalf of patients for all that has been achieved.

It was reported that so far, approximately 95% of over 40's have had their first jab. Due to the need to use a different vaccine (Pfizer and Moderna opposed to Astra-Zeneca) it is

likely that the under 40's will need to go to Argyll. The Government are keen for 'normal care' to resume and get back on track but there will be booster jabs and flu jabs starting again in September putting more pressure on staff, some who have not had annual leave over the last year. PPG members offered to help as they had before.

The Practice was asked to explain their priorities to enable a return to normal. The impact of Covid, the likelihood that social distancing and mask wearing will continue and the continuation of interactive and online consultations was outlined. The plan for the future is to expand the size of the Practice building to create more clinical space. So far approximately £70k has been spent on internal changes to the building with more improvements planned and a need for funding. It was agreed that patients have been through a lot and work will be needed to inform them of future changes. A general discussion followed about how the PPG could best support the Practice, what the future will look like for patients and overall plans for the future. The future is likely to include more digital engagement, a continuation of virtual appointments and a need to support the seasonal vaccination program.

HR will be asked if there is methodology for PPG members to undertake some form of vetting or to sign some form of confidentiality agreement to enable members to become more actively involved, perhaps contacting patients to make vaccination appointments, marshalling, administration or helping towards the buildings project.

It is also apparent that there is a lack of information on the TVH website about the role of the PPG. There needs to be information available online and consideration for how to raise interest and awareness of the PPG with a view to attracting new long term members. An invitation to PPG members was offered so that they may benefit from a guided tour of the Practice to gain understanding of the challenges the staff face and an overview of how things work. Work is needed to inform PPG members to enable them to promote the PPG, maybe creating posters and leaflets to be given out at future clinics.

It was agreed that the members would hold a separate zoom meeting to discuss the interest and availability of each member in becoming involved in any of the following –

- Seasonal vaccine booking / Stewardship / offering support at clinics
- Working group on the building expansion project
- New member encouragement including updating the website
- Information for patients as to future Practice working.
- Technology / Facebook etc
- Patient satisfaction survey.

There being no other business, with possible changes from the Government roadmap relating to a move out of lockdown and in anticipation of a practice member of staff returning from maternity leave to work, the date of the next meeting will be communicated via email. The meeting ended at 16.15.