

PPG Video Meeting – 17 March 2021 – Minutes

Present: Keith Marshall (Chairman), Matt Edwards (Practice Manager), Jean Alden, Sennen Chiu, Lyn Duffus, Noreen Marshall, Phiroze Munshi

Apologies: Sheila Hayles, Rhian Ingram, Harsha Mortemore, Jacqui Piper

1. Minutes of the Previous Meeting

1. The minutes of the 20 January 2021 meeting were approved and signed.

2. Covid-19 Roundtable Catch-up: Latest News & How are You Coping with Covid-19?

1. Matt reported that the admin associated with Covid vaccinations was taking a significant amount of Practice staff time.
2. The Practice are looking at how to open up the medical centre as normality returns; however the expectation is that online/phone triage will continue, as will eConsult etc.
3. Those who received their first vaccination in December are now receiving their second. Other groups will follow in sequence, 10-12 weeks after their first vaccination; they will be invited as vaccine supply is confirmed.
4. There are known vaccine supply issues in Europe.
5. There has been very little incidence of flu this winter, most likely due to a combination of hand washing and lockdown. Incidence of Norovirus has also been low this winter. Similarly winter 2019/20 saw the flu rate drop off dramatically once Covid precautions and hand washing advice kicked in, even before lockdown.
6. On the recent reports from Europe of the AstraZeneca vaccine causing blood clots, the scientific view is that there is no evidence of the vaccine as a cause and the rate is little, if any, different from the normal background rate. To quote from a recent *Guardian* report: "CVST [cerebral venous sinus thrombosis] ... is rare, with ... estimates suggesting a rate of 15-16 cases per million per year" and "the chance of death for a man in their mid-forties infected with Covid is ... is about 0.1%, that's 1,000 deaths per million".
[\[https://www.theguardian.com/world/2021/mar/16/oxford-astrazeneca-vaccine-update-pausing-jabs\]](https://www.theguardian.com/world/2021/mar/16/oxford-astrazeneca-vaccine-update-pausing-jabs) So there would have to be an astronomical increase in blood clots caused by the vaccine for it to be anywhere near as dangerous as the disease – and such increases have not been seen in either the trials or in the UK's vaccination programme.
7. All seem to be coping well despite the current restrictions and inconvenience; however no-one seems to know what day it is!

3. PPG Plans for 2021-2023

1. Keith had circulated a document of initial suggestions for the next two years.
2. While we should have a plan based on "normal times", all agreed that given the current circumstances (and recognising the people available) we should expect to have to "go with the flow" and accept that any plans will need to be changed accordingly.

3. The Practice's operation has changed (due to Covid); much of this is expected to become the new normal. Consequently the ongoing space requirements are under discussion. Any changes to the waiting area will have to be able to accommodate a one-way system and ease of cleaning.
As a consequence, Matt is of the view that magazines and books are unlikely ever to return to the waiting area – partly from a hygiene point of view and partly as patients are unlikely to spend much time waiting.
4. Matt would like to look at the possibility of an electronic survey of patients later in the year. Keith and Matt will discuss this in the summer. **Action: Keith; c/f to June/July**
5. There were no real disagreements with the plan proposals. Keith will bring a more formalised plan to the next meeting in May. **Action: Keith**

4. Practice Updates

1. Nurse Anna has now retired. The Practice are looking at options for a replacement nurse.
2. The two new receptionists have now been here almost 3 months and have settled in well.
3. The new phone system is working well, although there are long waits in the queue; this is because callers are now always queued and don't get an engaged tone. As a result the Practice is fielding over 10,000 calls a week (up from 4-5,000 with the old system).
4. Due to the phone volumes, the Practice are looking at options for additional reception staff and ways to streamline operation.
5. Also as a result of the long call waiting times Matt has seen the number of complaints he receives increase well over 10-fold.
6. Patients are being encouraged to use eConsult wherever possible rather than phone. Although eConsult asks many questions it is still quicker than queueing on the phone and is available 24 hours a day, every day.
7. The Practice is also considering other online apps like "askmyGP", although these are changed-for services (eConsult is currently free).

5. PPG Updates

1. The requested information session on Respiratory Issues will be planned for the July meeting. **Action: Keith; c/f to May/June**
2. The National Association for Patient Participation [NAPP; the national umbrella body] have a new online discussion forum which is proving very useful especially in terms of governance, operations and administration.
If any member wishes, we are able to add a small number of members to the forum; please get in touch with Keith.

6. Matters Arising and AOB

1. There is still no news on the future of the Boots store at Sudbury Hill.
2. Keith mentioned the recent government white paper on health and social care. This is aimed at fixing those parts of the 2012 Act which are seen as not working, largely by moving the power back to the Secretary of State.
3. Healthwatch Ealing are running a Webinar on Mental Health on 24 March. If anyone wishes to attend the details were in one of the recent bulletins.
4. Matt was asked about the planned merger of the NW London CCGs on 1 April. This is still going ahead.

5. There is still no patient/PPG engagement from our local PCN [Primary Care Network]. This is largely due to other priorities taking precedence, especially as more clinicians will be needed for catch-up on activities postponed due to Covid.
6. Next Informal Contact Call: Tuesday 30 March, 1200-1230
7. Next Full PPG Meeting: Wednesday 19 May, 1330. This is the AGM.

Keith C Marshall
Chairman
19 March 2021

Full Formal PPG Meetings, 2021

- Wednesday 19 May, 1330 [This is the AGM]

[Redacted]

- Wednesday 21 July, 1330

[Redacted]

- Wednesday 15 September, 1330

[Redacted]

- Wednesday 17 November, 1330

[Redacted]

Informal Contact Videoconference Dates, 2021

- Tuesday 30 March, 1200
- Monday 12 April, 1600
- Tuesday 27 April 1800
- Monday 10 May, 1000
- Tuesday 1 June, 1400
- Monday 14 June, 1100
- Friday 25 June, 1500
- Thursday 8 July, 1200
- Tuesday 3 August 1600
- Friday 20 August, 1800
- Thursday 2 September, 1000
- Tuesday 28 September, 1400
- Monday 11 October, 1100
- Friday 22 October 1500
- Thursday 4 November, 1200
- Tuesday 30 November 1600
- Monday 13 December, 1800

Zoom Link (for all informal calls):

[Redacted]