

**HARDWICKE HOUSE GROUP PRACTICE & SIAM SURGERY  
PATIENT PARTNERSHIP GROUP  
Wednesday 30<sup>th</sup> June 2021**

**Venue: Microsoft teams – online**

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Eric Catton (EC) Chair	Patient Clare	X	
Sue Ayres (SA) Vice Chair	Patient HH	X	
Lesley Sheldon (LS) Press Officer	Patient HH		X
Stewart Fountain (SF)	Hardwicke PM		X
Jamie Gilmour (JG)	GP	X	
Sylvia Bambridge (SB)	Patient HH	X	
Norman Hume (NH)	Patient HH	X	
Tanya Miller (TM)	Patient HH	X	
William Snelling (WS)	Patient Bures		
Stephen Smith (SS)	Patient Siam	X	
Ann Brignall (AB)	Patient Siam	X	
Rachael Hurrell (RH)	Siam Surgery	X	
Sue Mitson (SM)	Siam Surgery PM	X	
Joan Toms (JT)	Patient Siam		X
Janet Eastham (JE)	Patient HH		
Ellen Murphy (EM)	Patient HH	X	
Lyn Gray (LG)	Patient HH	X	
Susan Sills (SS)	Patient HH	X	
Mary Roberts (MR)	Patient Siam		
Stephen Willingham (SW)	Patient Siam		
Sheila Buck	Minutes		X

**1.0 Welcomes, introductions & apologies**

Apologies received from: Lesley Sheldon; Stewart Fountain: Joan Toms: Sheila Buck.

**2.0 Practice Updates**

**2.1 Hardwicke House-**

Covid vaccinations

- Still keeping a watchful eye on the positive covid results with continuation of the Delta strain, 8 in the last week in our patient list, only 1 over 50 who has had both vaccinations, others all under 33.
- Overall 16,000+ had their 1<sup>st</sup> doses, 12,600 both doses but in the over 50 age groups which we vaccinated the take up of 2<sup>nd</sup> vacs is over 98%. Decliners for 2<sup>nd</sup> dose over 200.
- The pharmacies continue to give 1<sup>st</sup> vaccines in the <50s, expect to finish mid-July.
- News awaited regarding booster vacs, these will likely be offered alongside the flu jabs if/ when signed off.

### Face to face appointments

- All the surgeries have open doors but are subject to social distancing, facemasks and sanitising plus temperature checks, we have seen face to face all through covid but in the past couple of weeks, we have offered more face to face.
- However, with waiting rooms now getting busy and as Boris has deferred easing of lock down, we need to restrict the numbers attending pending his next announcement. Nobody needing a face-to-face consultation is being denied one of course.

### Recruitment- Practice Nurse

- We are interviewing for a new practice nurse, interviews in early July. We will have more capacity to cope with the increasing demands of the immunisation and vaccination programmes and more dedicated time to supporting patients on the Long Term Condition registers.

### Care Coordinator role

- New appointment from August, helping to keep in touch with our elderly and vulnerable patients, also supporting patients pre & post hospital with information and checking they are getting the support they need plus some clinical support.

### Paramedic service

- As a PCN we are looking to have a paramedic service, recruitment is underway. The paramedic will support home visits and minor injuries, etc.

### Phlebotomy

- Numerous examples of issues with SHC in the past few weeks, Lois has escalated these.
- We have 3 staff going on phlebotomy training in the next 3 weeks to increase our capacity, once trained we will be scheduling more clinics to assist with demand.

### AAA services

- AAA services are going to start on regular Saturdays from July, also some days in the week where we can offer room space.

### New surgery

- Negotiations are in advanced stages for the development in Station Road adjacent to Waitrose.
- Public engagement starts in early July, PPG are kindly supporting.
- Developers attending Town Council meeting 29.6. Also been in liaison with Babergh DC.
- Partners are reviewing the terms and implications, so everything is subject to both full planning permission and partners signing on the dotted line.

### CQC

- We had had an interim inspection by the CQC, no concerns raised and Good status maintained. The CQC are conversant with the pressures GP surgeries are working under but are retaining close scrutiny (rightly so).

### Annual Infection Control Audit

- Satisfactory across the practice group, no findings requiring urgent attention.

## Other

- Phones – ongoing issues with supplier, escalated as several practices having similar queuing/drop out issues. Improved in last few days, keeping an eye on it.

## GP Update

Jamie Gilmour reported GPs are working 11 hour days, huge increase in paperwork at th moment. Many patients who held off at the start of the pandemic are now all presenting with their problems. Jamie says eConsult has superseded online appointment booking to an extent. Thinks more patients will start to come forward with long covid and does not feel we are seeing the true numbers for this yet.

- 2.1 Siam Surgery- SM reported they are changing their appointment system from 1<sup>st</sup> July to allow for more face to face appointments. Formerly all patients were triaged over the telephone and then the GP would invite them for a face to face appointment if they felt necessary. Now, reception have been issued guidance from the GPs so they can book certain things in as a face to face appointment straight away. The patients will be given the choice of a telephone or face to face appointment with the nurse for things like long term health condition reviews. Still limited number wise because of the waiting room capacity with social distancing in place. Roughly 4 GPs and 3-4 nurses working every day so the GPs have face to face appointments at different times throughout the day which should help keep the number of patients in the waiting room down. New system will be reviewed in a few weeks.
- Some patients have declined to wear masks, this has upset others so Siam will now be asking anyone not wearing a mask to wait outside and they will be called in when the GP is ready to see them.
- Noticed more patients are not answering the GP's call when booked for telephone consultations. They then call back later in the day and this puts pressure on our telephone system and staff. Unable to use online appointment booking due to the requirement of COVID triaging but will gradually start reintroducing it starting with some nurse appointments.

**3 Minutes of last meeting** – can be signed off.

**4 Review HH/Siam terms of reference (ToR)** - anything that is agreed should be signed off by the whole committee. Everyone is happy with the current terms of reference.

## **5 PPG aims/actions/progress update**

- a. Health Awareness Day – Saturday 2<sup>nd</sup> July 2022. From the attendees set for last year, 8 have confirmed they will attend the new date, 4 don't want to make the decision until next year and 15 are yet to respond.
- b. Newsletter- Lyn has offered to collate information for the next newsletter so if anyone has anything to contribute it needs to be passed to Lyn. Eric to send Lyn past examples of newsletters.
- c. HHGP used to have representatives from CCG and local services attend the meetings to give updates and answer questions. Will look to start this again soon. Might be able to get Health Watch involved.
- d. PPG noticeboards- Happy to have one at Siam. Will also add more information about the group to Siam's social media and website.
- e. Flu clinics will provide good opportunity for PPG material to be handed out and awareness raised.

## 6 Sudbury Area Support Group updates

- a. SAS - hope to be back in September. Have been awarded Queens Award for Voluntary Service.
- b. Happy Sounds Community Choir - formerly "Singing for Breathe Easy" has returned to The Stevenson Centre, Great Cornard. The Choir meets on a Tuesday morning at 9.30 and is under the guidance of Nettie Osman, who is a brilliant vocal coach, so no experience is necessary. It's a good fun time with a serious edge
- c. Exercise groups- classes have started again on Tuesdays but with limited numbers. Norman is hoping to restart his exercise group at the Stevenson Centre again next month.
- d. Bridge Project- going through lots of change. Moving to AFC area. Restaurant is open Tues/Thurs/Fri lunch times.
- e. Hospice group- not sure when restarting but a small group still meet in local cafes unofficially.
- f. Positive feedback about the Stroke Service offering immediate support.
- g. Questioned what aftercare is available locally for people suffering the loss of a loved one. To discuss further at the next meeting.
- h. Cornard News advertised the phone a friend service which is run by Suffolk Libraries. Could add this to the PPG newsletter.
- i. Sue Ayres confirmed that taxi vouchers from the council can be used for both going and return journeys.
- j. Hope for Tomorrow van is at SHC on Thursdays. Sue Ayres to send information to Siam about this, it could be better publicised
- k. Communications Access UK- Offering online training courses to learn to communicate with people who cannot talk. Ann to send info to Eric.

## 7 Patient Experiences

- a. Phlebotomy service – WSH service open 7am-4pm. There were 3 phlebotomists in SHC last week so changes are starting to happen. WSCCG still working on it. SM informed that Lois (Deputy Director of Primary Care WSCCG) is retiring at the end of the year.
- b. Allied Physio – Tanya went to Health Watch about her concerns. Survey currently running, Tanya will forward the info so that everyone can address their concerns directly with Health Watch.

## 8 AOB

- a. NHS app available for download, patients can link with their GP surgery and view medical records. This can be used for accessing COVID vaccination record. If you do not have the app you can call 119 to be sent a paper copy of your COVID vaccine certificate.
- b. Recent news headlines about the new GP data sharing for planning and research which has an opt out system. This is **different** to previous data sharing schemes which are to do with sharing relevant medical information with other healthcare professionals who are directly involved in your care. Rachael to forward notice from Siam's website to Eric.

## 9 Next meeting – Wednesday 11<sup>th</sup> August at Sudbury Community Health Clinic

Minutes sign off by Chair..... date.....