

Three Villages PPG Minutes of virtual meeting 13th January 2021

1. **Present:** Present: Adrian Head (AH) Chair; Sue Helm (SH) Secretary; Sandra Hall (Sha) Practice staff; Linda Sabin (LS); Hilary Taylor (HT); Rev Tom Chapman (TC); Irene Arrowsmith (IA); Liz Davenport (LD); Colin Burch (CB) Treasurer; Carol Longmore (CL); Paula Collins (PC) Practice Manager;
2. **Apologies:** Inge Hill (IH); Bob Homer (BH); Alan Watkins (AW); Deb Whitaker (DW); Marion Griffiths (MG) no internet

3. **Matters arising**

Minutes from January 2020 agreed that these were a correct record

Car park: Practice had attended meeting with CHP and raised issue of staff parking. Boots staff now seem to be using the main car park instead of spaces designated for patients.

POD: Sandra had spoken to POD re slow response to telephone enquiries. 3 further staff have been recruited as operators so this should be improved.

PC commented that Covid is pulling staff in pharmacies and POD away from their usual work and this may have impact on service

There used to be a message when ringing POD to state your place in queue but this no longer happens. After 20 minutes of hanging on there is another message that stated POD will call the patient back.

Memorial plaque and rose costs: PC had sent a quote to CB of £368 for this work to be done. The committee commented that these costs seem to be on the high side so CB has agreed to be the middle man on obtaining a more reasonable quote. **CB to liaise with PC.**

4. **Covid 19 vaccinations**

PC reported that 373 patients over 80 years old had been vaccinated to date with 182 also eligible.

Vaccinations are taking place at the Methodist Church in Brierley Hill where the facilities have the requirements necessary for storage and where there is adequate and available parking.

First point of contact for invitations for vaccination are made by text but patients also receive a letter.

2nd dose of the vaccine will be delivered to patients after 12 weeks and practice will contact them direct.

Patients who receive both doses are reminded to be careful and follow the guidelines.

The practice is only given 48 hours notice of availability of the vaccine so it can be difficult to contact people especially if their contact details are incorrect.

Majority of staff at the practice have received their first dose of the vaccine

HT reported that 1 patient in her 90s had gone to Brierley Hill for her 2nd dose but found it closed and she had not been made aware of this.

Housebound patients are being visited during next weeks

Care and Nursing Home patients are being vaccinated via the Dudley Group of Hospitals staff.

Testing centre being set up at Swan Pool in Stourbridge

LS reported that a patient from practice had been telephoned and told to attend Sandwell hospital for their vaccination but this did not come via the practice and may have been a scam.

5. PCN representative

LS is standing down as the Primary Care Network link for the PPG so another volunteer is required. To date there have been no meetings held. The committee thanked Linda for her efforts as representative of the local network previously known as KAB.

Volunteers for the role to contact chair prior to next meeting.

6. POPS meeting

No one from our PPG has attended the meetings during the COVID restrictions although there have been some virtual meetings held. The focus of the last meeting was on End of Life Care - **minutes will be distributed – SH**

7. Fundraising proposals for PPG/Practice

Due to COVID the committee agreed that it was not practical to do any fund raising events.

8. Practice update - PC

- Josh Corns left the practice as Assistant Practice Manager to take up new role with Public Health in Kidderminster. PC currently doing some of his work
- Practice recruiting for vacancy left by JC and Denise Vaughan who has worked on Mental Health Trusts for Dudley will start on 1st Feb 2021
- New receptionist Jackie Nash in admin and reception
- Staff are home working where possible
- Practice has advertised for 1 – 2 partners to join the practice, no further details at this stage
- AH praised the work of the practice compared to others in the local area where there has been lots of negative feedback in the press and on social media.

9. Any other business

Footfall

- New system was praised by members of the committee and practice reported that it is working well and allows them to consult more patients
- Patient numbers are now over 10,000
- Patients encouraged to use internet for booking appointments which makes it easier for patients without internet access to ring the practice
- PC reported that the system has not yet been reviewed by CCG for permanent use

Vitamin D

National campaign for all over 65 year olds to be prescribed free vitamin D. Practice is not yet doing this yet due to lack of available evidence that this is sound. Care home residents are being supplied.

LS reported that some patients have received a letter from the government and it asks patients to apply via phone/email to be provided in New Year

Defibrillator update

CB reported that the defibrillator outside Aldi had not been used to date and there were no maintenance issues outstanding

Steve Sharples

Our previous chair of the PPG has been awarded an honour in the New Years Honours list. The committee expressed their congratulations to him.

Date of next Meeting – Wednesday 17th March 2021 at 6.15pm via Zoom.