

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Wednesday 30th July 2020 at 1 pm via Zoom

Chair: Peter Henderson (PH)
Minute-taker: Penny Alexander (PA)

Present: Penny Alexander (PA), Stephen Alexander (SA) Richard Bedwell (RB), Lauren Hoadley (LH), Joyce Jacobs (JJ), Kenneth Mason (KM) Paul Leonard (PL) Maggie Ennis (ME) Glyndwr Whitworth (GW)

1 Dr Sylwia Ferguson Clinical Director of the East Twickenham Primary Care Network (ETPCN) gave an overview of the start of PCNs In April 2019 PCNs were introduced in England. Each PCN would comprise of 30-50,000 patients. York Medical Practice, Cross Deep Practice, Woodlawn /Oak Lane Practice and Crane Park Practice form the ETPCN.

The practices have discussed their aim to achieve better health and social care. NHS England has created a larger budget to provide for more staff roles in Primary Care as there is a drop in GP numbers. New roles will include Physician Associates, Physiotherapists, Clinical Pharmacists, Paramedics and Social Prescribers.

Currently there are two Pharmacists who are independent prescribers. One is now working 20 hours a week and a second will be working full time from September. They will review patient's medications and those with Long Term Conditions.

Two Social Prescribers (SP)/Link Worker (LW), Callum and Sarah, will follow up patients who require support that is not necessarily medical. They will have access to a wide variety of support services available within Richmond Borough. They will be invited to attend our next meeting.

The PCN is considering how to run Flu Clinics in the Autumn. There is a need for a safe environment and appropriate PPE. York Medical Practice has the capacity to do this and Cross Deep may support the other two practices. The CCG is looking at nursing staff to deliver vaccines to the housebound.

2. Apologies. Margaret Hewitt unable to access meeting.

3. Minutes of the last meeting 24th June 2020: Agreed apart from item 5, "output" should read "our". ME apologised that her iPad autocorrected

4. Matters arising not on the agenda: LH reported:

- **New Clinical System.** On Thursday 27th August 2020, the Practice will be moving to a new clinical computer system. Patients will be reminded via texts and emails and information on the website that there will be no routine appointments for approximately two weeks.

LH stated that the system will be an improvement which will benefit patients although they may not be aware of the changes.

Flu meeting (LH) : The Practice had a meeting today to look at how to deliver vaccine to the over 50s. Over 65s will be seen in Saturday clinics and at risk patients for flu only would be seen in the evenings. Delivery of vaccines is due end September and clinics would start 1st October. It's not known when pharmacies will get their supplies. ME said that pharmacies always get their Flu vaccines before the GP practices.

If the CCG doesn't provide for housebound patients, the practice will set up a system.

Staff will wear PPE and patient's temperatures will be taken on entry

5, Practice Update (LH) The last three weeks have been busy again with "normal" problems. There have been more face to face appointments when relevant. Patients are asked not to arrive early and to wear a mask. Clinicians wear masks. 79 year old patients have attended Shingles and Pneumovax clinics

6 East Twickenham Primary Care Network (PCN) Update

LH said that the two smaller practices have been less engaged in the PCN. A meeting is scheduled for September for all four practices.

Patient Groups in the PCN- what contact or sharing would go on? This is difficult in the current circumstances. It's too early to talk to the Cross Deep PPG. YMPPG will need to talk to Cross Deep about what patients want from the PCN.

ME stated that there is an item about PCNs on next week's PPG/CCG Network meeting

Monies for the PCNs is directly from NHS England (NHSE) Decisions needed on what works best for patients, not overseen by the CCG. Need will be different in each part of the Borough.

PH asked is there still a Richmond CCG? LH replied with Kingston, Merton and Sutton etc part of South West London. Administrative work has been rationalised. ME said that Richmond Borough still has Patient Engagement located locally.

GW More changes in the pipeline. Kingston will work with Richmond to increase commissioning services.

7. PG communication with other patients – Nothing to report

8 .Complaints and Compliments (LH) Nothing to report

9 .AOB

9.a Local Carers paper highlighted

LH suggests a lot of work for practices. Look at in the future

PH High need for carer's support

LH Could see Social Prescribers look at this in the future

RB Fits well with the above role

9.b ME The Patient Survey 2020 is on the internet available to all. Just search for 'Patient Survey' and when you look at ours there is the opportunity to compare % results to questions with other local surgeries. I did it and found the results very similar in most cases. ME spoke again about the validity of the results since such a small % of practices were selected. For our survey (336 out of 12,000+) and approximately one third sent them back (112).

Action LH said it wouldn't be difficult to get the current figures, that they may well be similar but she will provide the statistics

Social Prescribing (LH) There are 15 Link Workers across Richmond. They have been working remotely. They will be in practices from next week. They have been providing support to patients who are isolated, bereaved or managing mental health problems. They will be reviewing dementia patients. Sarah or Callum will come to our next meeting.

ME commented that this has been a very different environment because of Covid, phoning patients not meeting with them.

LH commented on potential difficulty of ending the relationship between the Social Prescriber and the patient ?

GW Important to look at post Covid health ,Respiratory, Obesity, BAME groups plus Clinicians and Admin within the PCN. Compare and contrast now with six months in the future

PL Dose of Nature <https://www.doseofnature.org.uk/> is a registered charity (No.1181216) in the Borough providing support for people with mental health challenges. Working with Richmond Council & the York Society, it is hoped to have a Community Garden open at York House in autumn 2020.

Dose of Nature would like to create a beautiful sensory garden, with plants to look at, smell, touch, taste and even listen to, and ensure it remains accessible for everyone. However, in addition to this vision, they would also like to make this spot a "show piece" for the mental health benefits of nature, an "outdoor classroom" with subtle signage,

LH today's meeting has been recorded

Date of next Zoom meeting

Thursday 24th September 1-2pm

Chair: Peter Henderson, Minute taker Joyce Jacobs