

## Minutes of a meeting of the Fairford PPG via zoom on 17 September 2020

1. Present: John Read – Chair and Secretary  
Margaret Bishop  
Sarah Harrison – Social Prescriber GRCC  
Cllr Amanda Jefferies – Fairford Town Council  
Diane Piatek – Practice Manager  
Cllr Jennifer Sanford – Fairford Town Council  
Alison Watkins-Nash  
Cll Stephen Andrews – Cotswold District Council

John welcomed Sarah to her first meeting.

Apologies; Judith Butler  
Graham Hewitt

### 2. Action points from last meeting

Diane had asked for feedback on the eConsult facility on the surgery website. This was felt to require too much information already known to the practice. Stephen in John's absence to express general concern to Becky Parish about the poor usability of many of the patient facing functions on the website including the appointments system, which were constrained by the software being adopted by the CCG. The CCG should commission a survey of patients' reaction to the new website software. **Action SA.**

### 3. Practice working methods – patient referrals for non-COVID issues

Diane reported that GP referrals were being made currently at pre-COVID levels but the hospitals' ability to deal with these was still impacted by the pandemic.

Telephone triage was used by the doctors who would ask patients to attend the surgery if required based on clinical need. Doctors were currently seeing between 5 to 15 patients face to face each working day.

Booking a COVID test using the Gov.uk website or calling 119 is a considerable problem nationally. The surgery has no access to booking or able to expedite testing.

Where a patient has a complaint or wishes to feedback their patient experience to the surgery, this can be done via the practice website (<https://www.fairfordsurgery.co.uk/feedback-complaints/>), by letter or email or by telephone. Diane would draft a note explaining how to do this for Alison to post on social media. **Action DP/AW-N.**

### 4. Preparations for the second wave, flu vaccinations and COVID vaccination

Diane said that preparation and delivery of COVID vaccinations would be determined nationally by NHS England and more information will follow once known.

Flu vaccination appointment booking is now available to book online using the Appointments button on the practice website or by telephoning the Surgery. Capacity has increased and the vaccinations will take place on Saturdays during October with COVID -19 preventive measures strictly in place. Flu vaccination for children was by nasal spray, however uptake has been slow. Diane would draft a note about this for Alison to put on social media. **Action DP/A W-N.**

Shingles vaccinations were elective. Diane would draft a note about this for Alison to put on social media. **Action DP/A W-N.**

#### 5. Phlebotomy – GP and consultant generated tests

Diane said that from October the equivalent of 2 extra days per week were being allocated to GP generated tests which should bring the level of testing up to pre-COVID levels. Consultant generated tests were carried out at the consultant's hospital or by Cirencester Hospital phlebotomy where during September & October pre-bookable clinics were running on a Monday morning by appointment only. Details on clinic availability after this time will follow from the Gloucestershire CCG. The latter had little capacity and treatment times were extending. All South Cotswold GP Practices are unhappy with the current situation. Stephen in John's absence to write to Becky Parish of the CCG expressing our concern about the new phlebotomy arrangements. **Action SA.**

#### 6. Ear syringing

Diane said that GPs were commissioned to carry out ear syringing but not the preferred method of microsuction. Syringing was not currently being carried out owing to COVID restrictions. Diane suggested that the PPG raise the issue of the planned Community Microsuction Service in the South Cotswolds is with the CCG for an update. **Action SA.** John noted that Specsavers carry out microsuction for £55 for two ears. He also noted that their audiologist counselled against the use of olive oil and sodium carbonate drops being inserted into the ear.

#### 7. Friends of Fairford and Lechlade Communities current programme and patient transportation – Cotswold Friends

In Graham's absence John said that in conversation Graham had said that the Friends' services were heavily reduced because of COVID-19.

Cotswold Friends had written to Diane saying that they were expanding their services to cover the Cirencester area and were about to advertise for volunteer drivers. Diane had referred their letter to Graham who would be pointing out that Fairford surgery already enjoyed a driving service provided by the Friends.

#### 8. Community Wellbeing Action Group COVID -19 Survey

John said that the report would shortly be issued. In summary the main recommendations were to

a. Develop and maintain jointly designed and owned registers of information of support organisations, volunteers and vulnerable people.

b. Design and implement a programme to inspire, train, develop and retain appropriate numbers of volunteers.

c. Design and implement a framework of shared networking processes and communication between all stakeholders.

It was suggested volunteer coordination role was needed and that the CDC should provide GDPR and safeguarding advice and government communications to town and parish councils.

Loneliness and mental health problems had emerged as major issues within the community which were reflected nationally.

#### 9. PPG website and Social Media

The website was being updated. Diane suggested that link for feedback could link to the practice website to avoid duplication. **Action JR/DP/A W-N.** John would ask Suzanne Jones to find out the usage rate of the site. **Action JR**

Stephen suggested that the PPG website link should be put on parish and town council websites together with the Friends and Family test link. Stephen to provide John with a list of email addresses for the parish and town sites and John to write to these offering the links. **Action SA/JR**

#### 10. Any other business

Stephen suggested that CCG surveys should be notified to PPGs for them to advertise to patients. **Action SA**

Stephen will circulate details of a meeting he had attended on Healthy and Productive Aging. This seemed to mirror many of the aspirations of the Community Wellbeing Action Group. **Action SA.**

!!. Date of next meeting

**November 23 at 2.30pm via zoom.** Please note slightly earlier time.