

**Minutes of a meeting of the Fairford Surgery Patient Participation Group via zoom held on Thursday 26 November 2020 at 2.30 pm.**

Those present: John Read – Chair and Secretary  
Diane Piatek – Practice Manager and Partner  
Margaret Bishop – Patient  
Judith Butler – Patient  
Alison Watkins-Nash – Patient  
CDC Cllr Stephen Andrews - Patient

Apologies: Amanda Jefferies, Sarah Harrison, Graham Hewitt.

Minutes of meeting of 17 September 2020 – these were approved without comment

- 1. Current numbers of COVID cases** – Diane stated that confirmed cases locally were low and amounted to 0.7% of the practices registered patients. 3 non-clinical members of the practice were affected in early November and the source of infection was unknown. Within the practice strict precautions and protocols for infection control are in place. Reported Covid cases throughout the Cotswolds now appear to be falling.
- 2. Practice working methods during COVID wave** – Diane confirmed that changes to working practices introduced in March remain in place. Staff are able to work from home where applicable. Telephone consultations made by the Doctors now make up 78% of all patient contacts rising from 40% in the same period in 2019. Based on clinical need, patients are offered a face to face appointment following their telephone consultation. This can cause duplication of work. Doctors have adjusted to these new working methods but they all prefer face to face contact with their patients and would prefer to return to the previous pre-Covid appointment system once the pandemic is over. The practice has recently been impacted by staff sickness and normal service levels should resume shortly.  
In the last few weeks the practice has seen a 300% increase in patients usage of e-consult as a method of contacting the practice. The CCG are commencing a project to evaluate the new patient digital communication platforms introduced by practices during Covid (including e-consult) and would expect patients to be surveyed for their experience. The phlebotomy service has extra capacity with a newly trained member of staff working on a Friday. The out of hours 111 service now had access to direct booking into the doctors' appointment books as required.  
**Action** – John to draft an update on surgery performance for social media.
- 3. Effect on admissions to hospital for non-COVID reasons** – Diane said that it has been reported that there has been some reluctance by patients to attend hospital appointments. Anti-COVID measures are strictly enforced by the Hospital Trusts there was no reason to believe that patients were any more likely to get infected with COVID19 by attending. Diane urged patients to attend for their appointments.  
**Action** - John to draft piece for social media to give reassurance on this matter.

4. **Flu vaccination take-up** – Diane stated that this year take up of the over 65 years flu vaccine has risen to 77% of the eligible cohort, an increase from 71% last year and for the under 65 years at risk cohort, uptake has risen to 52%, from 49% last year. Flu cases nationally this year are low probably because of COVID precautions. The vaccination programme at the surgery had attracted a great deal of praise from patients. A programme was being drawn up to vaccinate healthy 50-64 year-olds and Diane would send an outline of this to John for posting on social media once known. **Action** – Diane.
5. **Preparations for COVID-19 vaccination** – Diane said that this was being discussed at Primary Care Network (PCN) level and she would let the PPG know what the arrangements were as soon as these were known. **Action** – Diane
6. **Community Wellbeing Action Group meeting preparation** – John reported that a meeting to discuss the report of the impact of COVID 19 on the Fairford and Lechlade practices would be discussed at a meeting of members on 3 December 2020.
7. **Take up of social media by patients** – Alison reported that there had been an almost universally favourable reaction to our messages on social media.
8. **Any other business**
  - a. Diane had put in bids to the CCG for improving access to the surgery for patients including - Dispensary (an external window with hatch and weather protection) and new automated front entrance and waiting room doors.
  - b. Stephen was in discussion with Dorne, Dispensary Manager and with Graham Hewitt to provide drivers to pick up and deliver prescriptions to vulnerable patients who lacked transport. He was investigating the overall numbers of drivers that might be required.
  - c. Diane said that donations received for fabric facemasks made by a local volunteer that were available to all from the front reception had raised over £230 for the Friends of Fairford and Lechlade Communities.
  - d. Stephen had attended a meeting about Social Prescribing by the Small Charities organisation. Presenters had included members of the Frome signposting team. **Action** - Stephen to circulate slides of the meeting when available.
9. **Date of next meeting** – Thursday 21 January at 2.30pm via zoom. (The committee agreed that all future meetings would be held using zoom.)