

**Minutes of a meeting of the Fairford Surgery Patients Participation Group
on Thursday 4 March 2021 held via zoom**

1. Present

John Read – Chair and Secretary and Patient
Margaret Bishop – Patient
Judith Butler - Patient
Sarah Harrison – Social prescriber
Cllr Amanda Jeffries – Fairford Town Council and Patient (part time)
Jennie Sanford – Fairford Town Council and Patient
Alison Watkins-Nash – Patient
Cllr Stephen Andrews – Cotswold District Council and Patient

Apology

Graham Hewitt – Chair of Friends of Fairford and Lechlade and Patient

2. Minutes of last meeting – these were accepted as a true record and there were no matters arising

3. Surgery briefing

- a. Covid first vaccinations - Diane reported that the surgery was now inviting Cohort 6 patients (those at risk and aged 16-64 years and carers) for injections at Cirencester Hospital. Texting and phoning were used to contact patients. Uptake was very high. Some confusion was being caused due to centrally issued letters from NHS England inviting patients to book vaccinations on-line at mass vaccination centres thus resulting in an increase in telephone calls to the surgery from patients asking when they would be invited to the Cirencester PCN hub.
- b. Covid second vaccinations – the surgery has invited all patients who had their first vaccination between the 21st and 24th December for their second vaccination at Cirencester Hospital week commencing 8th March. Patients will receive the same vaccine type for their second dose as they were given for their first. We expect this 11 week timescale to continue for all patients who have had their first Covid vaccination so patients who received their vaccination after those dates can expect to be contacted in due course for their second dose appointment as we receive confirmation on the vaccine arrangements.
- c. Telephone calls – 40% of calls received at the surgery this week have related to enquiries from patients about the centrally issued Covid vaccination letters as detailed in paragraph a.
- d. The surgery is currently looking at the telephone triage appointment model offered during Covid with the view to be able to offer some form of online booking by patients. There is difficulty in being able to offer a precise time of a phone call booked due to the doctors prioritising calls to patients based on clinical need. Further details will be discussed with the PPG in due course. The online eConsult system was not favoured by patients as also mentioned in the recently published Healthwatch Access Survey Report.

- e. Telephony – in the coming months, the practice will be investigating what improvements can be made to the current telephone system including the queuing and front end messaging system.
 - f. Do Not Attends (DNAs) – Diane reported that patients needing to be seen by the doctors at the surgery always attended. Patients booking to see the nurse or phlebotomist currently incur some non-attenders. These are always followed up.
 - g. Vaccine reactions – Jennie had been asked by Fairford Town Council to raise the question as apparently reported in the British Medical Journal of patients who had previously had the Covid illness and then the 1st vaccination of having a bad reaction to the 2nd vaccination. Diane had not been made aware of any restrictions for patients not to have a 2nd vaccination. **Action Jennie to inform FTC**
4. Diabetes prevention advice – this had been posted on social media. Alison reported that advice on Facebook and other sites had been very well received, particularly the recent post about second vaccinations.
 5. NAPP forum – Diane confirmed that the surgery has a Deputy Practice Manager – Tracey Waldron
 6. Working for Wellbeing – John reported that Working for Wellbeing would be set up as a Charitable Incorporated Organisation which would allow it to attract funds. A tender was being prepared for funds to employ a Wellbeing Coordinator. (John stressed that this person would be expected to work closely with Sarah Harrison.)
 7. Any other business
 - a. Stephen asked about the patient to doctor ratio. Diane replied that there were currently 7600 patients registered and we were not under doctored. As all doctors were part time this did mean that patients may wait to see a specific doctor - many patients are happy for continuity reasons to wait unless they require urgent care. Urgent cases are seen by the duty doctor who has immediate access to the patient's records though there might be a need for the patient to outline their current medical situation. Diane reported, with regret, that Rob McGuigan, Advanced Paramedic Practitioner had resigned, and the surgery would be looking to recruit a replacement in due course.
 - b. Sarah reported that there had been a modest uptake of self-referrals via Facebook. She would send details of this to Alison for posting on local sites. **Action Sarah/Alison.** There were currently 10 Fairford patients being supported by Sarah.
 - c. Diane reported that there was a proposal at national level for all surgeries to signpost patients with minor illnesses and ailments to a new NHS Community Pharmacist Consultation Service for treatment. This would require training for all reception staff at the surgery and NHS Gloucestershire CCG plan implementation during late March / April. Further details will be publicised in due course.
 - d. Diane would raise the question of PPG representation at PCNs at their next meeting **Action Diane**
 - e. Stephen discussed that he had been liaising with Dorne in the Dispensary about the possibility of setting up a collection service from the dispensary for

delivery to the outlying villages and towns to reduce traffic in the surgery in case of any resurgence of the pandemic. It was felt that this would require a considerable amount of planning and that the current system of collection and delivery by volunteers and the Friends of Fairford and Lechlade was adequate. It was also not felt that such a service would reduce the uptake of the postal delivery service operated by Pharmacy2U.

8. Date of next meeting – Stephen would arrange and host a meeting from 6 April onwards. **Action Stephen**