

## Patient Participation Group (PPG) Meeting Minutes

**On: 26<sup>th</sup> March 2021 at: 6pm until 8pm**

**Method:** via Zoom

**Current Number of PPG Members:** 125

**Invites sent for via preferred method of communication:** 125/125

**Initial request to join:** 13/125

**Attendance:** 7/125

**Apologies:** 4/125

**Amersham Vale Staff Present:** 3 – Lianne Auguste (LA) – PPG Admin Lead, David Piercy (DP) – Quality and Compliance Manager, Marian Negoita (MN) – Nursing Admin Assistant.

**Visitor:** Matthew McKenzie (Carers Support Group/Forum)

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- **INTRODUCTIONS**

- *Host:* LA
- *Mention:* A Visitor will be joining us during the meeting Matthew McKenzie – Carers Support Group/Forum aimed at those caring for someone with mental illness.

- **STAFFING**

- *Staff on Sabbaticals:*
  - Dr S Wessely until September 2021
- *Staff Changes:*
  - *Aimee – Operations Manager is stepping down to an admin role.*
- *Staff Recruitment:*
  - *We have recruited a new Practice Manager, who should be starting with us at the end of June 2021.*
  - *We are seeking to recruit two more nurses, 1 full time nurse and 1 part time nurse – if anyone knows of any nurses, please get them to forward their CV to us.*

- **UPDATE FROM THE SURGERY**

- New Telephone System
  - We are mid-set-up for the new telephone service.
  - This would mean a new practice contact number – which once we know a letter and text will be sent to all our patients
  - Better system, will record calls, which will help with complaints and staff training.
  - Option to be called back so you don't have to wait in the queue

- **QUESTIONS (with answers) RECEIVED PRIOR TO TODAY'S MEETING**

1) Roll-out of the second doses at the Waldron. I'm personally uncomfortable with the prospect of a 12-week delay for a second Pfizer jab when Pfizer themselves are advising against such a lengthy gap between doses. It will be 5 weeks on Friday since my first jab and I'm wondering whether it's possible to attend late in the day on the off-chance that there are Pfizer vaccines that, for whatever reasons, have not been utilised that day as it would be shameful if any were wasted and I for one would be willing to attend and risk the vaccine not being available. Perhaps you could let me know if that is a possibility.

*The following response was sent to the patient who posed this question/patient expressed that we bring this up in the meeting today and to minute it:*

A message from Dr Kalwij in response to your question. Re COVID vaccine.

Thanks for letting us know that you already had your first vaccine. Research has shown that even one dose of Pfizer or AZ will give a high level of protection. As a vaccination clinic we have to adhere to government guidelines and we are not able to authorize second dose vaccines before the 12 week interval.

We do run a tight ship and on the whole we have very little wastage or unused vaccines on any given day. Some people queue up at the end of a vaccination day, but again priority will be given to those who never have been vaccinated."

The vaccination programme is very complex and a major undertaking. Our main priority is to give a first vaccine to those who are most at risk.

I hope you understand our situation. If there is a change in policy we'll let you know. Please follow us on Twitter for the latest updates @amershamvale.

2) What is the current system for having a consultation with a GP at Amersham Vale re non-urgent issues?

The same as before either, download and use the ASKNHS app, or via eConsult. Or call the practice or you can come into the reception.

All queries and appointments will need to be triaged by the doctor first over the phone and only then will an appointment be made available for you to come in face to face to see a doctor if they warrant it, as most queries can be dealt with over the phone.

Nurses you can use the same methods mentioned above to get an appointment, but if routine, please state in eConsult report or on calling you need a face to face appointment with a nurse and reason why and we will call you back and book you an appointment or advise you on the most appropriate solution.

Long Term Conditions reviews such as diabetes, asthma, COPD; most are done via an online form, or phone call now, especially for the vulnerable group. We will only ask you to come in if we need

to physical see you, such as for Blood Pressure, Ear Irrigation, foot check, wounds, injections etc. any information we cannot verbally gain from you over the phone.

***Patient asked a question: eConsult is great, but so many questions.***

DJP mentioned that if you download the NHS APP and use eConsult via that method it pre-fills some of the data automatically such as name and address etc, so this may speed-up the time completing an eConsult.

**3) IAPT-SLaM Recovery College**

- I learned about the courses of IAPT-SLaM Recovery College from an employment related counselling. The therapy was offered by a GP at Amersham Vale in November 2020. I am really impressed by the work of the Recovery College. I have taken several of their courses and found them really useful. I wonder if the Recovery College courses could be offered when the therapy is suggested in order to bridge the waiting period between the referral and the actual therapy (8-12 weeks). Many people would benefit these courses.

Message from Dr E Morris.

It's at [www.slamrecoverycollege.co.uk](http://www.slamrecoverycollege.co.uk) - it looks indeed like in COVID people can just sign up to do some of the classes as they're webinars. Some of the stuff like 'living through the third lockdown' does actually look really useful for our patients. Also 'what is depression' 'mental health and creativity' looks really good actually.

(before COVID it was a step down from IAPT i.e. when you were discharged from IAPT you could be directed there).

Thank you for highlighting this to us. This has been promoted internally to all doctors, nurses and the mental health worker.

**4) Covid-19 testing requirement before eye test and dentist / hygienist**

- What are the current requirements for having Covid-19 test (LFD, PCR) before making an appointment for eye test and with dentist/ hygienist? Where can I find and read the current regulations? Although I received the first dose of vaccine, I am very cautious.

You would need to contact the individual dentist and opticians directly for these to check what their protocol and policy states as each service is different.

- **QUESTIONS (with answers) RECEIVED DURING TO TODAY'S MEETING**

**1) What is the uptake of the COVID vaccination locally?**

MN - We only have data for our practice population. MN could not provide any answers but stated will add to the minutes.

Results below are for Amersham Vale Practice from beginning of the COVID vaccine campaign until today 29/03/2021 for FIRST COVID vaccine only

**Group 1 - Residents in a care home: 0% - WE DO NOT HAVE ANYONE IN A CARE HOME LINKED TO OUR PRACTICE**

**Group 2 - 80 years of age and over and frontline health and social care workers: 49%**

***Group 3 - 75 years of age and over: 60%***

***Group 4 - 70 years of age and over and people deemed to be clinically extremely vulnerable: 70%***

***Group 5 - 65 years of age and over: 67%***

***Group 6 - 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality: 53%***

***Group 7 - 60 years of age and over: 59%***

***Group 8 - 55 years of age and over: 52%***

***Group 9 - 50 years of age and over: 53%***

## **2) Where can I buy Lateral Flow Tests?**

Amersham Vale Practice response: Advised if working, to speak to your Occupational Health Department, as not sure where you can buy such kits.

One member of the PPG suggested Deptford Lounge or Boots – Amersham Vale Practice are not aware of these.

## **3) What are our views on a statement made in the news today from a Neil Ferguson about people who have had the COVID vaccine, meeting up with someone who has also received the COVID vaccine?**

Amersham Vale Practice cannot comment. PPG members advised must adhere to current Government instructions/legislation, and reminded them that even if you have had the COVID vaccine, you can still catch COVID and be a carrier of the virus and pass it on.

## **4) The national data base for COVID vaccination – I had my first COVID vaccine and then a week later I receive a text from GSTT hospital inviting me in for our first vaccine.**

We are aware that other hospitals, and PHE are inviting patients in who have already had the vaccines. This has caused many enquiries to the practice. We do not know what system they are using. But the COVID hub, we use a national database called Pinnacle, which at time of your COVID vaccine, it automatically uploads to your records. We are not sure how this data is passed on to the systems PHE or GSTT, or other hospitals are using; also note some letters and texts are probably generated days before the invite is sent, so possibly by the time it is sent, the search is slightly out of date as you may have not had the vaccine at the time of them generating the messages to send.

MN added that if you have the vaccine elsewhere, it can take up to 7 days before the practice is notified.

## **5) Do you have the same vaccine for the second dose as the vaccine you had first time?**

MN - Yes, at this time you will get the same vaccine for the second vaccine as you had first time. There is no guidance on mixing the vaccines at this time.

- **FEEDBACK FROM PATIENTS (received prior to the meeting)**
  - COVID-19 Vaccination

- I would like to express my appreciation of and gratitude to all the people, including professionals and volunteers, who make the vaccination such a rewarding experience. I received my dose 1 (Pfizer) on 26 Feb 2021, much earlier than I expected (May 2021). From the text message that invited me to book an appointment to the interactions with the volunteers who looked after me in the recovery room, it was a very positive experience, a seamless process, supportive and robust management. The vaccination is a huge extra task that Amersham Vale Practice takes on, very much appreciated.
- **FEEDBACK FROM PATIENTS (received DURING the meeting)**
  - All credit to all of you. Doing a fantastic job.
  - I second that
  - Respect one has for you all.
  - Grateful

Above has been shared with the team. We thank you for your comments.

- **AOB (Any other business)**
- **Volunteers needed for the COVID Clinic**

[www.lewishamlocal.com/one-health-lewisham-become-a-covid-vaccination-steward](http://www.lewishamlocal.com/one-health-lewisham-become-a-covid-vaccination-steward)

We are asking volunteers to commit to four- to five-hour shifts between 8.15 a.m. and 8 p.m Monday to Saturday. Days and times may vary between different centres.

Please email Volunteer Coordinator Juliette Hansford at [selccg.lewccovidvacvolunteers@nhs.net](mailto:selccg.lewccovidvacvolunteers@nhs.net) for more information.

- **Pride in Practice – Supporting LGBTQ+ community.**  
We have been issued the GOLD award for excellence in gay, bisexual and trans healthcare. Recognised by the LGBT.foundation, Government Equalities Office and NHS England  
<https://www.amershamvale.co.uk/lgbtq-information-for-you>
- **BAME – Lewisham Primary Care BME Network**  
Our two amazing colleagues, who you may know Dr Magda Branker and Advanced Nurse Practitioner Julie Roye are working apart of the Health Professionals who are working towards improving the health outcomes for our local BME population. The infographics used are a result working in collaboration with the DoNoHarm collective. You can see their work on our website, visit our main page > tabs at top > INFORMATION FOR YOU  
Follow them on Instagram: search for [lewprimarycarebmenetwork](#)
- **Private Work Update**  
See our regular updates: <https://www.amershamvale.co.uk/private-fees>  
We are outsourcing our non-NHS private work request at present to medi2data/eMR. (DPIA has been actioned).  
We are still doing some of the NHS work which we have to, such as DWP, PIP etc.

Recently we have been receiving a lot of SAR request. We are not sure why, so these are also outsourced to medi2data, but at present we need patient's consent before we send of their SAR request, and medi2data will also call patient to gain additional consent.

- **Social Media**

Please follow us on Twitter and Instagram @amershamvale and stay up-to-date with what's happening at Amersham Vale Practice.

- **ASKNHS app – New Features**

A great app. As discussed before you use to triage your condition; at the end of triage you are then given some options either to call 111, 999, attend Pharmacy etc or it will allow you to book a telephone call with a GP at the practice.

The new features:

- Book directly with Physio via the app (under book appointments) and no need to consult a GP – they will discuss your problems over the phone, and if they feel they cannot help, they will tell you what to do next.
- IAPT – able to self-refer to talking therapies via the app. (under my mental health section)
- Under **my mental health** section of the app – you are now able to refer yourself to Social Prescribing, you do not have to have a mental health problem to use this part of the app.
  - Mental Health Support
  - Lewisham Health Walks
  - Housing and Homelessness
  - Advice Lewisham
  - Therapy 4 Healing
  - Voluntary Services Lewisham
- One PPG member raised that be good to add Lewisham Carers to this social prescribing section of the app. (DJP stated will get back to the patient, with whom they can contact to discuss getting this added)

- **VISITOR**

➤ **Matthew McKenzie – Carers Support Group/forum aimed at those caring for someone with mental illness.**

➤ <https://www.eventbrite.co.uk/e/lewisham-mental-health-carers-forum-tickets-141947186857>

➤ **See PowerPoint presentation**



Presentation from  
carer author Matthe

➤ Matthew shared with us his experience as a carer for over 18 years and his involvement in many mental health trusts due to my activities on carer forums / support groups. He is mainly involved at South London and Maudsley NHS Foundation Trust's (SLaM). He is also involved in Mental Health Carers Forums, Lewisham – General carer forum and BAME carer

forum, Lambeth, Southwark, Greenwich – Carers Support Group “Oxleas”, West London NHS Trust – Carers Council, South West London Carers peer group (Merton, Sutton, Richmond, Kingston, Wandsworth). Matthew launched a new book last month, available on Amazon titled “A caring Mind” by Matthew Mckenzie. In this book he speaks about:

- His carer story
- Caring through Coronavirus
- The tragedy of Young carers
- Carer traits and characteristics
- What he found vital for carer support
- Networking with Fellow Carers
- Including unpaid carers in NHS Co-Production
- The stigma of an unpaid Mental Health Carer
- What he learned as a carer

You can find more information about the great work Matthew does at and recommends;

<https://caringmindblog.com/>

<https://caringmindblog.com/mental-health-events>

<https://nhsfreeyourmind.co.uk/get-help-for-your-loved-ones>

- Happy Birthday to AC, one of the PPG attendees who mentioned it was their birthday today.

- **END**

Next meeting to be held in June 2021, invites will be sent out nearer the time.