

Barwell & Hollycroft Surgeries PPG Zoom Meeting 11th May 2020 6pm

17 people signed up to join

12 People attended

This included three guests

- Aarthi Hathie – Social Prescriber
- Kerry Smith – Local Area Coordinator
- Tracy O’Grady – Hinckley & Bosworth Borough Council

Apologies

- MP Dr Luke Evans – Notes to be sent following the meeting

Agenda

- Update on the practice
- Update on other NHS services
- Government guidance
- Support available for patients
- Requested questions
 - Blood tests for the vulnerable
 - Sick notes for isolation

Welcome –

Alan welcomed everyone to the meeting and Dr D.Jackson explained how this first meeting using Zoom would work. All mikes muted at the start apart from Dr Jackson and Alan Plumpton (AP). The use of the chat facility was explained and it was agreed AP would keep an eye on the chat so people could signify if they had a question or comment to make.

Update on the Practice (DJ)

The surgeries are following a Full Triage service via telephone. The phrase “Talk before you Walk” has been introduced by the CCG which refers to the necessity to call GP surgeries or 111 before arriving at NHS premises. This will ensure people are directed to the best support available – later in the meeting it was pointed out that this was working well and it was quite clear that a number of changes that have been implemented during this crisis will be retained once the restrictions have been lifted.

Update from practices

- Fully telephone triaged service
- Hollycroft temporarily closed as a site
- Engage consult online service
- Video consultations
- Careful face to face consultations with PPE
- Ongoing urgent blood tests/INRs/dressings
- Ongoing nurse clinics mostly by phone
- Contacting all vulnerable patients

Hollycroft surgery premises has been closed temporarily as the original plan was to use Hollycroft as a “Hot Site” within the county to deal with Covid patients. However, this was not needed and “Hot Sites” have been set up in other parts of the area. There would have also been staffing issues if the Practice tried to run both sites. Hollycroft site will reopen at some point.

The use of online services has increased – this includes the use of Video appointments and feedback from patients has been positive with the introduction of this.

The surgery has also provided access to ENGAGE which is an

online consulting service where the patients answer a series of questions then gets a response from the GP within 24 hours (not weekends).

Face to Face consultations are still taking place once the needs of the patient have been ascertained. These are done whilst health professionals are wearing appropriate PPE (Personal Protective Equipment). The Practice has adequate supplies of this now but at the start face guards were not available and one of the GP's sourced someone with a 3D printer who manufactured head guards for the staff.

Nurses clinics are mostly taking place by telephone.



Update on other NHS services

All hospitals in Leicestershire are working normally. Patients should not stop going to A&E or calling NHS services if they are feeling ill. All NHS establishments have plans in place to keep patients safe. A&E is fully functional. Leicester hospitals are running a red and green section in A&E and on wards so that Covid Patients can be kept separate. Routine care is on hold but Cancer tests and Endoscopies are restarting

| Other NHS services |
|---|
| <ul style="list-style-type: none">• Hospitals• Pharmacies• 111• Out of hours• Extended Access at Hinckley Health Centre |

Pharmacies – The Well pharmacy has been struggling because of a lack of staff. This seems to have been addressed by reducing opening hours. A number of patients have still found it difficult to get their medication after being told that items would be ready and then are not.

Out of Hours (OOH) services are working but with reduced clinics. There are no extended access appointments in Hinckley at the moment (Getting appointments outside of normal GP working hours).

Government Guidance DJ

The Practice receives daily update on changes to Government policy as the crisis proceeds. It is sometimes difficult to keep up with the changes.

A question was raised by HB who asked about emergency dental treatment. DJ explained that urgent matters should be addressed through 111. Dentist are gradually getting more PPE and that once this is in place Dentists would begin to reopen. At the moment 111 should be able to direct patients to emergency dental services for treatment.

Support available for Patients (DJ, KS, AH, AP)

It was reported that the calling of vulnerable patients by staff was greatly welcomed by patients. This provided reassurance and help to identify patients who had other needs other than medical conditions. This allowed the other support services related to the Practice - telephone Befrienders, Dial a Ride, Local area Coordinators and Social Prescribers to kick in.

Support available for patients

- Practice contacting vulnerable and elderly
- Practice accessible as usual
- Befrienders/LACs
- Lets look at practice webpage for other support available locally

Opening times of the surgery remain the same. Patients should be aware of the "Talk before you Walk" phrase to keep people away from the NHS buildings.

However, the Barwell surgery, although doors are locked, has a door bell and staff will respond to patients using this to offer advice. DJ raised the issue of patients who are hard of hearing and that telephone contact with them is difficult. This is being looked into.

Kerry Smith (LAC) and Arthi Hathie (SP) are working from home and working closely with Befrienders, Dial a Ride volunteers and LIONS whilst maintaining patient confidentiality. Volunteer

organisation have played a vital part in the support system but some have experienced a fall in numbers as circumstances change. The support network which SP's and LAC's are part of is proving invaluable. A question was asked by SS about which areas have the services of LAC's and SP's? It was explained that the whole county has access to either LAC's or SP's. The NHS funds the SP's and Local Authorities fund the LAC's It is a very good example of Social Services and NHS working together with a common agenda. AP pointed out that within the H&B area the volunteer services, SP's and LAC's had found a very effective way of working. It had been difficult at the beginning but local networks had been developed between the different agencies and now people within each support area know who to contact. DJ said he had concerns that not all areas had this coordinated approach and that this was an important issue that needed to be addressed.

A question was asked by TU who is an organiser of Carers in the Barwell area. Are Carers being placed on the vulnerable list to receive calls from GP's? DJ said this was a very important point and that this was not the case at the moment. He said that assuming the Carers were registered with the GP Practice as Carers then they would be added to the call lists

SS asked if all GP Practices were contacting their shielded list. DJ said that this should be happening and that Barwell & Hollycroft are going beyond this to include all over 75 year olds.

LS from Dial a Ride asked if volunteers are trained in what to look for when dealing with vulnerable people? Kerry Smith (LAC) suggested a check list could be created to help volunteers to look for signs of problems.

A question relating to Council involvement was raised. TG from H&B Council explained that "Next Generation" were acting as coordinators for volunteers as well as providing Befriending services when required. National guidance is changing all the time and H&B council are trying to set up a service with everyone doing new jobs. 20 people are phoning the vulnerable. Needs are being identified; anxiety, depression and mental health issues are cropping up. KS said she would ask questions of the Council as to their direct involvement.

An update from AH (SP) said that at the start of her employment, which only started just before the lock down, there had been a waiting list for support however this has been managed and daily calls are being made to people who it is felt are at risk. Delivery of food parcels are being arranged for those who are eligible. AH identified the need to work more with Carers and Dementia patients.

The telephone Befrienders now have over 28 telephone volunteers who are calling over 35 lonely and vulnerable people. People as far away as Lutterworth and Newcastle-upon Tyne have contacted or been contacted to help with issues raised by distant relatives and friends. Working closely with Dial a Ride prescriptions and medications have continued to be collected and delivered around the area.

The Practice is developing a Covid 19 website with help and support guidance. DJ has asked that Befrienders and members of the PPG to look at this to offer guidance on how suitable it is. The website address will be circulated to all members for their comments. This will become live from within the Practice website as soon as all checks have been made

Any further updates

DJ said that in his opinion cotton masks should be worn by everyone when in confined spaces such as shopping. This will not prevent a person catching the disease but it would help to prevent the spread from people who are asymptomatic. SS then suggested that she had a pattern for self-made masks which she would circulate so people who were handy with a needle and thread could make themselves and family members suitable masks.

HB asked about the time taken for the results of tests to be returned to patients. DJ said that this varied a great deal from 2 to 8 days.

A question which has been sent in before the meeting asked if Flu clinics would still occur. DJ said that Flu jabs would be essential. However it is unlikely that they will be delivered in the same way as in the past as this entails the waiting areas being crowded with patients awaiting their appointments.

AP reported on the PPG Forum Zoom meeting 7th May

Andy Williams (Chief Executive) reported that all three hospital in Leicester are dealing with Covid patients. DJ stated that the Hinckley Community hospital and some Care Homes are taking Covid patients when released from hospital.

Andy Williams went on to explain that Leicestershire is one of the few areas that has access to ECMO technology which aids patients breathing. This service is being offered to patients outside of Leicestershire and 20 places have been allocated.

AP pointed out that the crisis had brought out a lot of innovative thinking and ideas and hopefully this would continue after the crisis was over.

Kerry Smith (LAC) said that she had become aware of a number of people who did not have access to the technology that was making such a difference to some people's lives. KS is looking to work with Adult Learning to help resolve this situation and also address the lack of access to Internet and tablets.

LS from Dial a Ride asked about PPE for her volunteers who are taking people to hospital for blood test etc. DJ advised that gloves should be work by the volunteer and cotton masks to be worn by the driver and patient and opening car windows to improve air flow. No Covid symptomatic people should be carried.

Date of next Zoom meeting 10th August 6pm

Alan Plumpton thanked everyone for their contribution