

MINUTES OF THE PATIENTS PARTICIPATION GROUP MEETING 17th DECEMBER 2020 via ZOOM

PRESENT John Haddow, Gill Tarry, Lynne Childs, Mo Clayton, Jill Nicholls, Judy and Carroll Taylor, Kate Tippen, Anne Boswell, Sian and Geoff Burr, Eunice Doswell, Julia Addison, Peter Kershaw, Jenny Jones, Doctors - Julie Morgan and Neil Potter, Practice Manager Mary - Jayne Bournes, The Harmony Therapy Trust - Carole-ann Alexander

APOLOGIES FOR ABSENCE Anthony Sampson, Julie West, Annette Sealey, Jane Annetts, Chris Childs

THE HARMONY THERAPY TRUST (THTT). Carole-ann Alexander updated the group on the work of THTT which works with hospices, hospitals, and care homes in Kent. THTT is an independent non-profit making organisation, founded in 2010, to offer patients with cancer and serious long-term illnesses (and their carers), a range of complimentary services. There are 100 therapists in Kent. THTT treated 631 patients in 2019 (483 female and 148 male) and 665 to date in 2020 (559 female and 106 male). THTT offers non-invasive support using conventional medicines on referral from a health care professional. All therapists are qualified and act on referrals from Primary Care GP's, NHS Trusts, the Heart of Kent Hospice, and other referral organisations. Treatment is free of charge for the patient. Therapists are self-employed. First contact is by telephone. Carole-ann's presentation is attached to the minutes.

PRACTICE UPDATE. COVID-19 Measures. Mary- Jayne noted the surgery is coping with the new measures with employee infection rates low.

The Weald PCN (the 11 local GP practices surrounding Marden) has decided not to offer the initial Pfizer/BioNtech vaccine because of its significant logistics and storage challenges but would be waiting for the availability of the more manageable Oxford vaccine. The Marden Surgery team are willing and able to support whatever vaccine programme the NHS PCN & CCG decide. Patients should not contact the Surgery regarding vaccinations. Eligible patients will be contacted by the Surgery and invited for vaccination. Further updates are expected from the Kent Clinical Commissioning Group (CCG) in the coming weeks.

Dr Julie Morgan stated Surgery workload was high, despite the waiting room looking empty. In addition to normal workloads, staff are paying particular attention to the frail and those with learning difficulties.

Flu clinics had been successful. 1,111 65+ patients had been vaccinated (as at 17.12.20) which 85.6% of the older age group, under 65s take-up is currently 61%. The final planned flu clinic for 2020 would be held on 19.12.20. Patients who still wished (and were entitled to a free NHS flu vaccination) could book an appointment via the Surgery. The Weald Practices have generally had a good flu vaccination take-up this year.

Other updates. The proposed Surgery Portakabin should be delivered by February 2021. The resident Paramedic (Matt) would be undertaking a prescribing course. The Surgery team were recruiting an additional receptionist. Dr Julie Morgan noted that with the support of the PPG, a project involving other local groups would be started in the New Year to identify and offer increased support to non-digital patients whilst at the same time helping more patients get 'on-line', if they are able.

QUESTIONS. Online consultations. Dr Julie Morgan Online remote consultations have been generally well received. Dr Neil Potter stated the increase use of text messaging seems to be having positive - results. Face to face consultations at the Surgery are still being undertaken – if necessary. Due to restrictions Annual Health checks for patients have been paused – at this time.

The GPs are considering recommending a new online platform (App) for improved patient access, remote consultations and 24/7 NHS self-help information – signposting to services and a symptom checker. The platform is called eConsult. More information will be posted on the Surgery website when launched.

Question on the COVID-19 vaccine for people with allergic reactions. Jenny Jones confirmed that the Pfizer vaccine should not be given to anyone who has had an anaphylactic reaction.

Question on the efficacy of the Oxford vaccine for patients 65+. Dr Julie Morgan advised that the final vaccine efficacy data had not been published yet.

PPG ACTIVITIES UPDATE. John Haddow provided an email update of activities since the last meeting. PPG activities have continued over the last 3 months since our last meeting however we have intentionally tried to minimise the email traffic sent to members to avoid information overload. Since our last meeting activities have been:

- PPG membership numbers have been increasing - Dec 2019 212 members, Dec 2020 240 members - +13%. The PPG currently has 43 followers on the PPG Facebook private group and receives 2/3 requests to join each month.
- The PPG supported the Marden Scarecrow Safari Surgery contribution. The event was well support and congratulations to the Captain Tom winners!
- With the help of several the committee members we distributed approx. 450 A4 'Why Join the PPG' information leaflets to the new housing developments in the village. It is unclear if this has resulted in any new members at this time.
- Attended a Clinical Commissioning Group (CCG) Chairs call on 10.11.20 with Peter Kershaw. Discussion points were Covid19 initiatives, vaccination early plans, Adult Social Care improvements in Kent and Prescription Ordering Desks (not rolled out in Marden at this time). Minutes will be posted on the PPG website. Meeting minutes attached.
- John Haddow joined the Kent & Medway Covid19 Community Champions group which meets virtually every 2 weeks to promote two-way communication between the Council and local community groups. The aim is to improve local communications and information flow of relevant Covid19 updates & guidance. Regular updates are sent to all members via email.
- With the grateful help of Sian Burr, the PPG joined 2 Weald Primary Care Network (PCN) calls to encourage & support the setup of an inaugural Weald PCN PPG.
- On the suggestion of the committee, we setup a 'new member' welcome email, that is now sent to all new members to encourage greater group participation.
- Thanks to Jill Nichols for sending important PPG email updates to the Marden Horticulture Society members.
- We provided content for the Marden Parish Church Magazine, the Marden Parish Council Newsletter, and the Collier Street Parish Newsletter – encouraging patients to join the PPG.
- The PPG submitted a small funding grant application to Involve, to support a project to identify and support better non-digital and digital starter patients which was unfortunately unsuccessful. In discussion with Dr Julie Morgan, we plan to help undertake a smaller self-funded community project early in 2021.
- Jane Annett's and John Haddow provided some carpark assistance at one of the early flu clinics

- Prescription deliveries for the Surgery Pharmacy for isolating or house-bound patients continue - approx. 1 delivery per month
- We have identified a replacement for the PPG membership and website tasks currently managed by Jane Annett's. Annette Sealey has kindly agreed to take over the membership duties in the New Year and John Haddow will handle the website updates. Thanks to Jane Annetts for all her work over the last few years.

DATE OF NEXT MEETING THURSDAY 18th MARCH 2021 at 7:00pm when a representative from the Weald PCN will be joining us.

This concluded the meeting.