**Monday 15 March 2021 1 pm**

**AGENDA Agree minutes of last meeting**

**Coronavirus pandemic**

**Covid 19 vaccination programme**

**New services**

**Newsletter**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Coronavirus pandemic** | Coronavirus pandemic continues. National news has been informing the nation of declining numbers of new Coronavirus cases in the UK, also of declining numbers of patients in hospitals.  GPs continue booking telephone triage for patients and seeing patients face to face when it is required. Around 90% of appointments take place virtually over the phone or via video calls, and around 10% face-to-face. The nurse and the phlebotomist continue seeing patients face-to-face in order to meet patients' needs. The same appointment model will continue until the practice receives new directives from the CCG.  Majority of the present patients stated that communication with the practice has been easy. Patients are looking forward to start seeing GPs face-to-face, but they understand that the current appointment system is the most appropriate during pandemic. Member RA questioned how the current system affects patients with mental health issues e.g. depression. Dr AR explained that GPs have been referring patients to Mental Health services when needed. New cancer referrals have gone down in numbers - this is due to patients not contacting GPs when having variety of symptoms.  The current pandemic situation may influence how GPs will be consulting in the future. Remote communication may be a future way of consulting. |
| **Covid 19 vaccination programme** | Vaccination programme has been a major part of GP practices' activities since January. The practice has been booking patients in 3 different local centres: Violet Melchett Centre, St Charles Hospital Vaccination Site and Earls Court Health and Wellbeing Centre. Also a new mass vaccination centre has been opened at the Science Museum.  The current age group to be vaccinated is 50 years old plus. The practice has been asked to share the data about vaccine decliners with Local Authority. The practice is reluctant to share this data with Local Authorities. There is a legal framework for sharing patients’ data but the practice has been very protective of patients' data. There were mixed opinions of the present members on this issue. Patient RA said that some info could be shared with Local Authority (names and phone numbers) as Local Authority has a duty to invite patients to have vaccines. Patient VB stated that this may be a new normal that some data is shared with local authorities.  Admin staff has been calling patients and inviting to book Covid vaccinations, also GPs. Younger age group patients have been more reluctant to book appointments. They feel less threatened by the virus. Also they are busier work wise and some have not managed to book appointments yet. Perhaps relieving reception from receiving and making phone calls by Local Authority would be a good idea.  All housebound patients have been vaccinated with 1st Covid vaccine.  There has been delay in receiving 2nd Covid vaccination: patients were officially informed they will have 2nd Covid vaccine in 10 weeks’ time from the 1st dose, this has been changed now to 11 weeks. All appointments have to be re-scheduled to 1 week later – 11 weeks after the 1st dose. Mass vaccination centres invites will partially release GPs from booking all the appointments. This will help GP practices going forward. Science Museum currently only offers Astra Zeneca vaccine. |
| **New services** | We are now able to refer patients with life style/weight loss/smoking/diabetes issues to the new One You service. We have been asked to share patients' data with One You but we have not agreed to this unless we have patients' consent to share their data. We decided we will be contacting patients and will be sharing the One You contact details with patients. |
| **Newsletter** | The practice employed 2 new receptionists in January.  All receptionists have been booking Covid vaccine appointments for patients. They have been also dealing with hugely increased number of daily received emails and calls. They have also experienced higher level of abusive behaviours from patients. |
| **Any other business** | Patient forum members discussed the current situation of the Brompton Hospital.  C&W Hospital waiting times have significantly increased due to pandemic, e.g. for operations of hip replacements and cataract operations. In the past year patients have been asking for referrals for more minor issues, the operation issues have been pushed back at present.  The practice is very grateful to its patients for adapting to new ways the practice has been operating. Vaccination programme has been going very well. The pandemic situation will depend on the new variants - the government does not know how the vaccines will work for the new variants. Current figures look very promising.  The communication with District Nurses issue has been discussed. Nothing has changed since the last meeting with District Nurses. The practice has been organising monthly MDT meetings where concerns have been raised and discussed. |

**Monday 28 June 2021 1 pm**

**AGENDA Agree minutes of last meeting**

**Coronavirus pandemic**

**Covid-19 vaccination programme - update**

**PCN – new roles**

**Newsletter**

**NHS Digital - data collection for research and development from GP Practice**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Coronavirus pandemic** | Coronavirus cases reported to GPs in the practice have been on the low side at the present time, despite Delta Covid-19 variant spreading in the UK. Statistics show that people who had Covid-19 vaccine, even when getting infected with the Delta variant, tend not to get seriously ill.  GPs are not seeing patients with Covid-19 infection in the practice – patients are being seen in Hot Hubs.  Patients started having more confidence in re-attending the GP practice and seeing GPs face-to-face. |
| **Covid-19 vaccination programme - update** | Anyone who is 18 years old and over is entitled to be vaccinated in the UK.  The local Violet Melchett vaccination centre will be temporarily closing at the end of June/beginning of July. Vaccinating with Covid-19 jabs will be handed over to the Science Museum and other mass vaccination centres until September.  Vaccinations administered abroad do not count toward practice’s vaccination targets, unless one dose is administered in the UK. Also Novavax – the vaccine used in the UK as part of a trial – does not count toward achieving vaccination targets as it has not been officially accepted by the government yet.  Vaccinations administered abroad do not show in the NHS app. Vaccination passports do not exist in the UK yet; NHS app and the QR code the app generates have been used as travel pass. |
| **PCN - new roles** | There have been variety of roles created and shared with other practices within Brompton Health PCN.  The practice has an on-site pharmacist. Anita has been working with the practice since July 2020 and she has been extremely helpful when it comes to medication queries, completing prescriptions requests etc. Pharmacists are more aware of latest medications updates.  Social prescriber is another role shared with other practices within our PCN. Funding has been increased in the PCN for this particular role. Social prescribers help patients who suffer with long term medical conditions to deal with their conditions on daily basis. They often help with patients’ social issues. Exercises classes are being offered through social prescribers, Citizens Advice Bureau help etc.  Currently the practice has one part-time social prescriber who looks after patients who are under the age of 65, but not younger than 18 years old.  Patients who are over 65 years old are being cared for by another service called My Care My Way (this service is not a PCN-funded service).  Other possible roles that may be funded by the PCN in future are: practice nurse assistant, physician assistant, 1st call physiotherapist. These roles will be shared with other PCN practices. |
| **Newsletter** | As of 9th August 2021 Dr Srikantharajah will be on maternity leave. Dr Lilian Swan will be taking care of her patients for 1 year.  The practice currently employs 1 nurse. The practice will be going through a second round of nurse interviews as the first round was unsuccessful.  Nora, the HCA, has been completing more nursing tasks but some tasks e.g. baby immunisations and cervical screening can only be performed by a nurse.  The practice has been offering more face-to-face appointments (around 30% of appointments offered to patients). Phone consultations take longer than face-to-face appointments. Many health issues can be dealt with over the phone though. The practice has been waiting for further CCG advice when it comes to offering more face-to-face appointments. Re-instating online bookings will be a big step towards normality, we have been informed it is too early to open online bookings yet.  When it comes to hospitals, Imperial and Charing Cross have been getting back to face-to-face appointments, C&W Hospital has not got to this stage yet. Many C&W Outpatients appointments are being cancelled on several occasions and re-booked months later, with waiting lists being very long. Patients and GP practices have been finding this process very frustrating and chaotic. Some patients have gone privately to have their operations done (e.g. hernia operations, hip replacements). |
| **NHS Digital - data collection for research and development from GP Practice** | A new proposal on how data is collected in order to plan for clinical research has been introduced by the government. NHS needs data about the patients it treats in order to plan and deliver its services and to ensure that care and treatment provided is safe and effective. The NHS GP Data for Planning and Research data collection is meant to help to improve health and care services for everyone by collecting patient data that can be used to do this. NHS Digital will collect, analyse, publish and share patient data to improve health and care services for others. Patients’ names and addresses will not be collected by NHS Digital. Any other identifiable data will be replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital.  What data will be collected:   * Data on your sex, ethnicity and sexual orientation * Clinical codes and data about diagnosis, symptoms, observations, test results, medications, allergies, immunisations, referrals and recalls, and appointments, including information about your physical, mental and sexual health * Data about staff who have treated you.   Since 2013 until now Type 1 Opt-out has been in place. The new sharing model is called National Data Opt-out. If patients do not wish to share their data with anyone else for purposes beyond their own care, they should also register a National Data Opt-out. For more information, please see the practice’s website.  This project was meant to go live on 30/06/21 but due to public and medical professionals’ pressure it has been postponed for 3 months until 30/09/21. |
| **Any other business** | Covid-19 boosters discussed – there has not been much information on boosters yet.  Flu campaign discussed. There may be a potential outbreak of flu this year, as last year, due to lockdown, flu did not have a chance to spread among adults and children. In 2020/21 the advice was to have flu and Covid-19 vaccine 7 days apart. |

**Monday 25 October 2021 1 pm**

**AGENDA Agree minutes of last meeting**

**Covid-19 vaccination programme - update**

**Flu**

**Continuity of care**

**Practice catchment area**

**Brompton PCN**

**Newsletter**

**Dates of patient forum 2022**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Covid-19 vaccination programme - update** | Winter Covid plan triggered the Phase 3 vaccination roll out:   * Additional vaccination for patients at higher risk to maintain protection against the risk of severe illness * Continued offer of vaccines to patients who did not take up or were previously not eligible for vaccinations in phases 1 and 2. This also includes the severely immunosuppressed who require a 3rd dose.   Booster campaign:   * Patients aged 50 and over, frontline health and social care workers and those aged between 16 and 49 with underlying health conditions * Half term clinics at St Charles and Violet Melchett clinics for children aged 12-15 who have missed school vaccination. Consent of a parent/guardian is needed.   There is a plan for a mandate of Covid vaccination for all health care workers. |
| **Flu** | The practice flu campaign has been going well. The practice has been vaccinating patients in the age group of >65yo – majority of patients in this age group have been vaccinated in our clinics during the week, in evening and Saturday clinics.  There has been a delay in delivering flu vaccinations for the age group of <65yo, we have received some vaccines but we are awaiting more deliveries. Patients in this age group can receive flu vaccine in local pharmacies. Also the Covid programme will run alongside the winter flu vaccination and JCVI have approved co-administration of flu vaccine – this is yet to be introduced by the Covid vaccination centres. |
| **Continuity of care** | Abingdon Medical Practice has been practicing continuity of care with its patients, where the same GP looks after the same patients’ list. Recently we have had a patient who did not appreciate this practice. Dr SMC asked the present patients about thoughts on this topic.  The present patients stated that best practice would be to continue with the current practice, it may be that some patients would feel more at ease with seeing a different GP – the practice should accommodate in such cases. This does not happen often and the practice tries to accommodate. The practice cannot always comply with patients’ wishes of seeing a particular GP of their choice due to some GPs having more patients on their patients list than the others. |
| **Practice catchment area** | The practice’s GP partners have been thinking about extending its catchment area. There are two big practices near our practice: Brompton Road and Earls Court Medical Practice, but for some reason there are patients from a few specific areas nearby who keep asking to register with our practice. The present patients noted that in case the practice decides to extend its catchment area, there will be fewer available appointments for the currently registered patients. It may also increase the need for face to face appointments – the practice offers face to face appointments on a daily basis, following a telephone triage with GPs (majority of practice nurse’s, HCA’s and phlebotomist’s appointments are face to face appointments). |
| **Brompton PCN** | Brompton Health PCN is a wider GP practices’ network to which the Abingdon Medical Practice belongs. The practices are working together to deliver services additional to those already offered by individual GP practices, e.g. delivering Covid-19 vaccination at the Violet Melchett vaccination Centre. We are part of a very large network as it is made up of 11 GP surgeries. More details about our PCN can be found on the practice’s website.  Recently there has been a PCN PPG meeting which engaged the practices’ PPG representatives. Another meeting will be taking place on 29th November 2021. The main topic will be to explore how PCN wide patient engagement could look from patients and PPG perspective and what would make PCN patients’ engagement effective. KS will be sending more information on this to the Patient Representative Group members. |
| **Newsletter** | Dr D Srikantharajah continues to be on maternity leave. Dr Lilian Swan has been taking care of her patients.  The practice welcomes the new Practice Nurse S De Lucia. GP registrar - Dr S Patawari will be leaving the practice in mid-November.  Patients can find more information on Covid-19 vaccination status and on NHS app on the practice’s website in the Practice News section and also on gov.uk website.  The Abingdon Medical Practice achieved a full satisfaction rating in the CCG’s GP Patients Satisfaction Survey. The practice appreciates such high satisfaction. The survey will be published on the practice’s website. |
| **Dates of patient forum 2022** | The PM will choose 3 dates for the future forum in 2022 (they will not fall during school holidays) and she will send them to all members for approval. |
| **Any other business** | Zero tolerance toward practice staff, especially toward reception staff, discussed.  Appointment system in the practice discussed. The practice offers more telephone call appointments (80-100 appointments per day) than face to face appointments before pandemic. Telephone call appointments are more difficult to manage by GPs. There is less DNA appointments as GPs telephone patients twice when they do not answer the first time. |