

PPG MEETING – Wednesday 17 Feb 18.00 via Zoom

ATTENDEES:

Robert Gurd
Moria Black
Rosin Holden
Owen Grainger
David Jenkins
Jill Morris
Ann Smith
Ellen Epstein

APOLOGIES:

Robin Carlyle
Adrienne Ventura
Jean Rower
Dr C Mendes da Costa (GP)

Chaired by Sangeeta Kathuria

Sangeeta opened the meeting by thanking everybody for attending the meeting this evening and she proceeded to discuss some of the action points from the previous meeting held in October.

- Health Talks – Sangeeta discussed the Patient Health talks that we have started to offer on a monthly basis since November and how these have been quite popular and useful for the patients. Our most popular one was the December talk on Respiratory issues around Covid. Our January talk on Paediatric and ENT care and allergies was another popular one for parents. Due to lockdown and Covid vaccines rollout, we have paused the talks for Feb and March and hope to resume them in the Spring from April.
- Sangeeta discussed how well Bedford Park Surgery has done with the flu uptake and how we have been recognised and praised in our CCG for a practice whose uptakes have been one of the best. As at 1 Feb 2021 we had vaccinated the following percentages of an eligible population of 955 patients
 - 89% of all our over 65 years done
 - 84% of all patients with high risk aged 16 – 64 years done
 - 7.8% declined

These include patients who have been vaccinated on site by us, in pharmacies or anywhere else. This has been one of the best flu uptakes we have seen at the surgery in years and we hope to follow through with this in 2021.

- New Phone System – Sangeeta talked about the discussions she had with the PPG last year and previously about our phone system and how it is outdated and quite redundant in its

use. We have now successfully installed a brand new Cloud phone system in December which has been working very well for the surgery and patients who call. The new system is much more advanced with PC call systems and includes phone recordings for training purposes for reception calls. It also allows staff to use their laptops or personal phones to use the App to calls patients from home if they are working from home (due to isolation etc.) and receive calls at home too. Thank you to the PPG with their recommendations on how to set up the incoming phone calls system and we are happy to say that patients can easily get through by not having to press various buttons for various options. We have kept it simple and straightforward for our patients to obtain access.

COVID DISCUSSION

Sangeeta went on to discuss the Covid vaccines in place for patients and how the surgery is managing these.

Vaccines Facts:

There are two Ealing hubs dealing with administration of the vaccine:

Ealing Town Hall and Dominion Centre in Southall.

There are no private charges for vaccines and all under the NHS. No patient should have to pay for these and if they are asked to do so, then they need to report this to the practice.

The method of booking is very simple and is done through a software called Accubook, using CCG searches to identify patients and sending a text with a link to book themselves. This has been working very well.

Mr Grainger explained that he booked his appt via the letter that he received from the Government and chose to have this done in Hendon. He expressed how quick and efficient the system was. However, he did question why there are two systems of booking in place as this causes much confusion. Some patients have received letters and booked appointments only to receive a text with a link from the surgery too. Sangeeta explained that this is a problem that has been raised by other practices too and feels that, in order to achieve targets and ensure no one is missed, the government have more than one options to patients so they can book and receive their vaccine. Whilst this was done in best interest, it has made life a little difficult for surgeries too in that they cannot always know if the patient has booked their appt somewhere else, and duplication of work is evident. However, there is no way around this and we have to work with the system as best we can to get our targets done.

Mr Gurd commented on how he was able to get his vaccine from a pharmacy which is another location available for patients.

The hubs are being manned by staff from the GP surgeries in the CCG as well as some volunteers. We have Dr Mendes who is working in the capacity of vaccinator and Neha and Rizul (reception staff) are working as an administrator in their free time.

The hubs are open 7 days a week and work two shifts AM and then PM

There is also the Ealing Vaccine Centre in CP House Uxbridge road which will be the one where the last cohorts of patients will be sent once the top 1 - 6 cohorts area vaccinated so the hubs can wind down and stop.

Ms Epstein did query what would happen to cohorts 7 – 9 and Sangeeta explained that these cohorts may be managed at the Ealing Vaccine Centre as the hubs may close down once the top priority cohorts are completed. However, Sangeeta also explained that this is a very fluid situation and things can change last minutes, so we have to work day to day and see what happens.

Ms Epstein also asked about the adults under 50 years and university students, as to when they are likely to get the vaccine. Sangeeta couldn't answer for sure but did say, along with Mr Grainger, that the aim of the government is to ensure all adults are vaccinated by Autumn. Sangeeta also explained that there is no confirmation yet but it could be that these patients may be vaccinated in surgeries as opposed to hubs with a different vaccine. This will all be explained to us as we move along down the cohorts.

Below is a table of the various cohorts. The cohorts we are doing now are 1 – 6

Priority group	Risk group
1	Residents in a care home for older adults and their carers
2	All those 80 years of age and over Frontline health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over Clinically extremely vulnerable individuals (not including pregnant women and those under 16 years of age)
5	All those 65 years of age and over
6	All individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality

7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over

Cohort 6 includes patients with the following medical criteria and we have 280 patients in this cohort where we are getting through them on a daily basis.

Cohort 6

The JCVI defines patients who are clinically vulnerable as those with:

- chronic respiratory disease, including chronic obstructive pulmonary disease (COPD), cystic fibrosis and severe asthma
- chronic heart disease (and vascular disease)
- chronic kidney disease
- chronic liver disease
- chronic neurological disease including epilepsy
- Down's syndrome
- severe and profound learning disability
- diabetes
- solid organ, bone marrow and stem cell transplant recipients
- people with specific cancers
- immunosuppression due to disease or treatment
- asplenia and splenic dysfunction
- morbid obesity
- severe mental illness
- carers

Three pharmacies have also been set up to deliver the vaccinations below:

- Temple Pharmacy - 110 Pitshanger Lane
- Remedy Pharmacy – from St Marys Church Hall – 62 Greenford Avenue, Hanwell
- Mattock Lane Pharmacy - 8 St Johns Parade, Mattock Lane

Pfizer and AZ are the two vaccines being administered.

Pfizer is suitable for patients aged 16+ and AZ for patients aged 18+

Below is a table that shows how many patients so far still need to be vaccinated which was shared with the PPG members:

Name	Count
Total eligible population	2236
Total 80+ yrs. - STILL TO GIVE 1ST DOSE	5
75-79 yrs. - STILL TO GIVE 1ST DOSE	4
Total 70-74 yrs. - STILL TO GIVE 1ST DOSE	17
Total 65-69 yrs. - STILL TO GIVE 1ST DOSE	23
Total 18-64 yrs. at risk - STILL TO GIVE 1st DOSE	148
Total 16-17 yrs. at risk - STILL TO GIVE 1st DOSE (Pfizer only)	1

All patients with both 1st part and 2nd part	10
All patients with 1st part	621
All patients with 2nd part	10
All patients who have declined COVID vaccination	3
Patients coded as housebound DONE ON 22 JAN 2020	24
Patients living in care/nursing home	1

PERCENTAGES OF PATIENTS WHO HAVE HAD THE VACCINE UP TO 8 Feb 2021

Patients in cohorts 1 – 4 89% vaccinated

Patients aged 80 and over 93.9% vaccinated

Patients aged 75 -79 96.1% vaccinated

Patients aged 70 – 75 84.8% vaccinated

Patients 18 – 70 clinically extremely vulnerable 71.43% vaccinated

We have met all our targets and are 1 patient away from achieving the clinically extremely vulnerable patients target. Targets are set at 75% across Ealing CCG for each practice.

Staff have all been offered the vaccine.

We have 10 staff members of which 6 have been vaccinated, 2 have refused and one is awaiting guidance due to severe allergies. Some members voiced their concerns about staff refusing to be vaccinated however, Sangeeta explained that at present, this is not compulsory and we can offer the choice but cannot force staff to be vaccinated.

Ms Morris asked about the second vaccine rollout and mentioned that she had her first one done in December but the second one was cancelled. Sangeeta advised that practices have the software ready to start inviting patients for the second vaccine which should start in March. We have searches to work with and patients should be getting the same vaccine as their first one. Sangeeta has put a snapshot below to show how the software reminds us on a daily basis what to do and how to invite our patients and the new tab for inviting patients for their second vaccine has now come up. See below

Filter by status

- To manually book - 1st**
Patients who cannot be sent an SMS invite, and need to manually be booked in
- Awaiting response - 1st**
Patients who have received a link to book in, but have not booked
- Awaiting invite - 2nd** Coming soon
Patients who have had their 1st vaccination, and need to be invited for their 2nd vaccination
 - 10 + weeks since 1st vaccination
 - < 10 weeks since 1st vaccination
- Had both**
Patients who have had their 1st and 2nd vaccinations
- Cancelled**
Patients who have had their invitation cancelled, and will need to be invited again to book
- Booked - 2nd**
Patients who are booked in for their 2nd vaccination
- Booked - 1st**
Patients who are booked in for their 1st

OTHER COVID RELATED INFORMATION ANY ANY OTHER BUSINESS

- Sangeeta explained how surgery staff are doing lateral flow kit tests twice a week before coming in to work to ensure no one who is positive comes in and uploads this to the government website. The surgery is still practicing all safe infection control measures so that patients are safe at all times. This continues to include the hand gels, taking patient and staff temperatures on entering the surgery, provision of PPE etc. to mitigate any problems.
- Sangeeta explained a new system called Covid @ Home that has been set up where patients with positive Covid results and at risk of poor outcomes will be referred to the “hot hubs” in Ealing for a virtual consultation to support their care. This will include provision of a pulse oximeter and regular telephone calls and face to face or home visits based on clinical needs. Patient in this category is monitored up to 14 days.
- Sangeeta explained how our surgery is still offering tel consults, face to face if required, nurse appts, HCA appts and video consults. Mr Gurd asked if there has been any gaps or issues with the supply and demand of the appointments and Sangeeta explained that there have been no issues with our supply of appointments for patients and we have had no negative feedback. We continue to offer access for all patients and are open and all work is normal. Mr. Gurd asked about the ratio of face to face appointments per day with the GP and Sangeeta explained that out of 15 slots in a morning and 15 in an afternoon we offer at least 4 face to face both sessions if required by the patient. We also have the flexibility of a GP being able to book a face to face appointment if it is deemed urgent by the GP on the day if possible.
- Sangeeta explained how our PPE is being ordered via the national government website on a weekly basis which is paid for by the government for staff use.
- Sangeeta explained how we have been loaning pulse oximeters to patients to support care at home. Mr. Jenkins and Mr. Gurd were able to show their own oximeters to the others to see what it looks like and Sangeeta explained what they are used for.
- Mr. Jenkins requested that when we send out MJOG text messages to patients, if we could date these. He used the MJOG app and when he gets a reminder, as many other patients who use the APP do, to check his inbox of messages, there is no way of seeing which message is recent. Sangeeta said she will remember to put a date on each message she sends to mitigate this.
- Ms. Morris asked if there was any way she or other patients could help contribute toward the cost of the vaccine or help to support the hubs in the work they are doing, to show appreciation of what is being done. Sangeeta said she will find out about this and let everyone know.
- The members all wanted to express their appreciation and thanks for the work the surgery is doing in supporting the patients in this challenging time as well as helping with the rollout and administration of the vaccines and were very thankful. It has been a team effort and we have some way to go still but Sangeeta expressed that we are on the right path.

THE NEXT MEETING WILL BE ON WEDNESDAY 2 JUNE AT 18.00 VIA ZOOM