

Notes of 'virtual' Patient Group meeting held on Thursday November 12 2020 via Microsoft Teams.

Present:

Patients: RM SL MV SA MA

Apologies: AS

Dr DNP Singh

Mike Newbold Practice Manager

Background

A Briefing Note for Autumn 2020 had been circulated some weeks earlier. Latest patient feedback garnered on November 9 2020 had also been issued prior to the meeting to provide the latest thoughts from 100 patients.

Latest update

An update was given to patients on the impact of Covid19 on our population. To date there had been 8 deaths linked directly to Covid as follows:-

Age Range	No.
80+	2
70-79	2
60-69	3
50-59	1

The death of the former chair of the Patient Group is included in these figures.

There are currently two patients in ICU.

There are 104 pts in addition to these eight deaths with a Covid diagnosis read coded to their record. However, the number of positive Covid diagnoses is thought to be considerably higher in the community. The surgery is also not automatically informed by the hospital of positive diagnoses.

A discussion took place on the higher risk factors associated with our South Asian patient population.

It was noted that there are currently 300 pts in Royal Derby spread across 12 wards with Covid.

Service Response

Mike ran through the surgery's response to the pandemic in the delivery of medical services. It was recognised that there were no 'right answers' on this but feedback from patients suggested that the steps taken were proportionate and appreciated. This was endorsed by the virtual meeting.

Shelters will be installed shortly to provide some respite from winter weather as patients continue to wait outside.

It was noted that in the interests of protecting our staff and patients, the external hours hub located at Peartree MC had been suspended. Appointments can be made via our Reception team at other sites including Derby Family MC for evenings & weekends..

Patient feedback was appreciative of the steps taken to provide phone reassurance (eg asthma reviews) and a couple of vulnerable patients on the shielding list had also echoed these sentiments in their written feedback.

Mike stressed that they had adopted a systematic data driven approach to identifying those patients most at risk both from Covid and also from any deterioration in their existing chronic conditions. This had directed initial telephone consultations and now for in surgery consultations as nurses are seeing more patients face to face.

The list of patients on the shielding list was around 220. This number was the result of adopting the original NHS criteria plus our own assessment of at risk & particularly vulnerable patients.

The virtual Patient Group were complimentary about the response times from GPs on the telephone. It was noted that most adverse comment from the latest patient survey focused on the lack of GP face to face appointments. However, the meeting discussed the risks involved and the reasons for this stance. It was stressed that patients are called in for face to face appointments where this is deemed clinically necessary. There is no blanket ban on face to face GP appointments.

Patient Feedback

A satisfactory rating of around 75% has been recorded in the latest November 9 2020 survey and also in the earlier surveys taken in May, June, July & August. Reasons for some dissatisfaction are recorded in these minutes.

The SMS text messaging strategy has been well received. SL asked the surgery to consider having its own Youtube channel which he felt would reach many of our patient population. He was particularly concerned about the 'anti-vaccine' message which may gain a foothold in the community.

Flu vaccines

Mike updated the meeting that around 70% of our usual adult patient population had been vaccinated. This represented good progress compared to peers with work ongoing.

Child vaccination rates remain poor due to the pork gelatin issue and despite the limelight thrown on flu by Covid. For every child being vaccinated another one is being refused. Rumours of a vax without the pork gelatin have not been realised to date.

The surgery is now moving on to vaccinate those families who live with any of the 220 patients on the vulnerable/shielding list. This is a new requirement in the light of Covid.

No further logistical details have yet been released about the vaccination of 50-64 year olds which would represent another significant step in surgery workload. Awaiting further direction.

Covid19 vaccine

Mike was able to give a limited update on the emerging logistics of providing a (yet to be approved) Covid vaccine. Early indications were that the programme would prioritise care home residents; housebound; 85+ and health & social care staff.

This would suggest that any major impact on the surgery patient population will not be realised until well into 2021.

There may be one vaccination site in Derby – velodrome – which would facilitate economies of scale, risk management, links to City Council support & transport partnerships. This is still a fluid situation but the objective at present is to be ready to roll by December 2 2020.

Ancillary issues around resourcing; refrigeration and patient recovery time after the vaccination were discussed.

Summary

The idea of this virtual meeting was well received by the Group and will be repeated as required.

The Group endorsed the actions taken by the surgery in maintaining services during the pandemic and complimented all staff. Mike will ensure this is shared with his colleagues.

Mike Newbold
November 16 2020