**Minutes of the GPSH**

**Virtual PPG Meeting**

**Monday 11th January 2021**

**18.30hrs via ZOOM**

Attendees:

[NAME] – PPG Meadowside (Chairman and Secretary)

[NAME] – PPG The Village Surgery (Vice-Chairman)

[NAME] - GPSH CEO

[NAME] – PPG Yew Tree

[NAME] – PPG Park

[NAME] – PPG Park

[NAME] – PPG Blyth/Knowle

[NAME] – PPG Yew Tree

[NAME] – PPG Yew Tree

[NAME] – PPG The Village Surgery

[NAME] – PPG The Village Surgery

[NAME] – Medical Director GPSH

Apologies: None received

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|  |  | **For Action**  **by** |
| **Welcome** | These minutes are a report on the virtual meeting which took place on Monday 11th January 2021 at 18:30 hrs.  [NAME] opened the meeting and welcomed the attending members to the meeting. He added that as we were in a difficult phase of the COVID-19 crisis, the agenda was principally based on the latest situation within Solihull and Birmingham and how GPSH was handling the vaccination roll out to their patients.  [NAME] reported that no apologies had been received and that the meeting was quorate. |  |
| **Previous Minutes** | The minutes were approved, being proposed by [NAME] and seconded by [NAME], as a true record of the previous meeting.  **Actions Arising:**  There were no specific matters arising from the previous minutes |  |
| **Time limit** | [NAME] requested that the agenda item regarding QIT development and progress be deferred to the next meeting. The GPSH staff have been fully engaged in the COVID situation. This also included the development of the web page following the specific meeting held in December arranged to discuss the topic. [NAME] agreed and confirmed that both issues would be on the next agenda. |  |
| **GPSH Update** | At this point, [NAME] handed over to [NAME] to report on important measures that have been taken within GPS Healthcare across the practices to protect patient services.  Tom stated that he would follow the agenda items:   * Current situation regarding COVID statistics for Birmingham and Solihull * Admission of COVID patients to Solihull Hospital * Roll out programme of COVID vaccinations * Communication to GPSH patients * Changes in staff * Completion of Flu clinics * Web progress   **COVID-19 Situation Update:**  [NAME] shared visually a chart showing the statistics of the seven day moving trends regarding COVID positive readings and deaths in Birmingham and Solihull as reported by the UHB hospitals (QE, Good Hope, heartlands and Solihull). The chart confirmed that compared to the national statistic instances of 688 per 100,000 cases, Birmingham has 726 cases per 100,000, an increase of 27% and Solihull has 489 cases per 100,000. While Solihull has a lower number of cases per 100,000 it still represents a slower but still growing number of cases.  Patients have been contacting 111 and 999 for triage which is an increase of 29% in Solihull and 31% in Birmingham.  The pressure currently on the NHS has grown massively since the start of the third wave of COVID infections.  The current position has been devised to preserve capacity and deal with essential patient requirements. If a patient is suspected of having Covid symptoms then they would be sent to a RED site, away from the practice. There is a red site organised with Solihull Healthcare Partnership at Blossomfield Road which will reduce the possibility of covid infection away from the practices.  There are two streams for coming into the practice:   * Pre-booked appointments that have been arranged, with text based reminders regarding Covid symptoms and to wear PPE when arriving at the practice. * Acute and urgent cases that are triaged for face to face appointments.   There has been an increase volume of patients requesting face to face appointments. The patients undergo a clinical based triage and medical staff will see patients that really need to be seen.  It was advised that 2 wards at Solihull Hospital are now used for Covid care patients as the other UHB hospitals have critical levels of covid patients and running out of space for critical care beds. It is expected that the situation will worsen over the next few weeks before improving. The drivers for this situation are currently the new variant with a transmission rate 50% to 70% higher than before and the fact that the country is in the winter months, traditionally a time for increased patient care in hospitals.  [NAME] added that the situation is new to those providing primary care and that the medical staff are providing care by increasing support to the hospital vaccination programme. This has had an adverse effect on the usual medical support given to patients with other serious medical requirements.  [NAME] added that we are dealing with a Level 5 national emergency and GPSH are working to ensure that there is protection for the workforce and the patients.  **Roll-out of COVID vaccinations**:  [NAME] reported that the Covid vaccination programme had started on 16th December 2020, which was well ahead of other areas. Solihull had received three deliveries of vaccine, which was more than in London. To date London had vaccinated 10,000 patients and Solihull 8,000 patients.  GPSH has joined with Monkspath surgery (Solihull Healthcare Partnership) to deliver the vaccination programme. To date, all the care homes covered by this pairing have been covered and completed. It is expected that by the end of this week the majority of “over 80” patients will have been vaccinated. However, there are challenges to delivery, such as :   * Supply of the vaccine, which has to be used within three days. There have been instances of last minute cancellations, last minute arrival of extra orders which is difficult to arrange and re-arrange patient visit times for vaccination. * There have been problems associated with antivax noise on social media, in particular before Christmas, which has abated recently * Patients worried about having the vaccination * The annual programme   However, the vaccine is safe and there is a lot more positivity from patients now.  It is worth noting that GPS Healthcare and Solihull Healthcare Partnership have launched a new patient care facility called the South Solihull Hub (SSH). Working in collaboration with the Birmingham and Solihull CCG the South Solihull Hub provides specialised face to face care for the community of South Solihull at the site of Blossomfield surgery. The first priority of the SSH is to face the challenges posed by COVID-19. The SSH will only be accessible via appointment and will only treat patients who have been directed there by their GP. This is the reason for COVID-19 vaccinations being held at Monkspath surgery.  **Communication to GPSH patients:**  [NAME] asked whether the rule is to wait to be contacted by GPSH regarding the COVID-19 vaccination although letters are being sent from NHS offering vaccination at Millennium Point. This can be confusing to patients.  [NAME] replied that if a patient receives a letter from the NHS regarding vaccination at Millennium Point, if they are able to travel there then take it. However, you are not penalised if you do not attend and you will be picked up by GPSH via your records.  [NAME] asked what the effect of staffing in UHB hospitals was if they are moved to Millennium Point. [NAME] confirmed that staff had been allocated to Millennium Point but not to the detriment of caring for patients. He added that additional staff had been sent to Monkspath from GPSH practices. One thing that would help would be improved advance notice from the centre.  [NAME] asked how GPSH would know if patient had been vaccinated at Millennium Point. [NAME] replied that patients that have been contacted by Millennium Point could decide whether to take up the appointment or not. If they were vaccinated at Millennium Point, the information would go on their medical record. However, there could be a problem if they also attended GPSH for a vaccination but did not tell them that they had already had the vaccination as there would be a time lapse regarding the medical records being updated. Patients must let their practice know if they have had the vaccination.  [NAME] asked if you do not attend the Millennium Point appointment will you still be vaccinated by GPSH. Tom stated that you would but if you can attend then please do attend.  [NAME] asked whether there were any side effects to the vaccine. Tom stated that although the ingredients of the approved vaccines were different there were no side effects. [NAME] added that it was not a live vaccine and therefore did not introduce the disease to your body. The body’s immune system reacts against the illness on the introduction of the vaccine.  [NAME] asked if you had the first injection at Millennium Point will the second have to be at Millennium Point. [NAME] stated that he believed that it should not be a problem but if you have the first at Millennium Point then you should have the second there. [NAME] will check and will update the group on that point.    **Changes to Staff:**  [NAME] reported that there had been little change in staff as the current staff members were concentrating on the covid crisis. GPSH has grown in primary care roles and GPSH is developing progressively. As reported previously, there are Clinical Pharmacists at every site which is proving very valuable in support of the medical staff. GPSH are to start recruitment of paramedics. The current staff complement is 170.  [NAME] added that the GPSH website was nearly ready to be issued and they are slowly working through the feedback from PPG at the meeting on 16th December 2020, chaired by Dr Hashim Syad. Graham stated that we could have feedback at the next meeting or comment if the new website is published.  **Flu Clinics:**  [NAME] stated that it was difficult to complete the programme for 50 to 64 year old patients due to the stay at home instruction. However, it was important to note that you should not have a Covid injection within 7 days of a flu injection. Studies are being undertaken currently to agree that the flu injection can be given at the same time as the covid injection.  Matt added that staying at home at this time of year was better than having the flu injection but there were still about 20% flu injections outstanding for this group.  **Communications:**  [NAME] stated that currently there is a lot of confusion regarding mixed messages from the government and media. [NAME] agreed that confused mixed messaging was a problem combined with political interference. It was noted that there was information on the active twitter account and Solihull updates on Facebook. There is also information detailed on Facebook by GPSH and Birmingham and Solihull CCG if you follow them.  Patients’ understanding is being tested and currently GPSH is focussing on phone calls with the “over 80” population but would use IT more as they move through the cohorts. However, for the second vaccinations GPSH would use letters. The new Patient Newsletter will be issued soon and the system will be explained within it. There is a section whereby patients can complete and submit a Patient Survey in which patients can comment on how the covid crisis has impacted on their medical requirements. Brian commented that hopefully the postal service will not be affected as they have to rely on postal services being hit by isolation and illness. They had not received mail for 5 days. |  |
| **Any Other Business** | [NAME] gave a feedback regarding obtaining blood results on line. She tried the system as detailed on the website but found that the advertised link was incorrect but advised that the link is gphealthcare.co.uk. [NAME] stated that he would ensure that the correct link was advertised.  [NAME] stated that as a result of a joint GPSH and PPG zoom meeting held on the 12th December 2020, comments regarding improvements to the GPSH website were very worthwhile and we look forward to the next issue. |  |
| **Next meeting** | The meeting proved very important regarding the national and local crisis of Covid-19 and the current programme of vaccination. This is very helpful to GPSH PPG members so that they understand the situation and can advise and reassure patients where possible to answer any questions from patients. It was agreed that the next zoom meeting should be Monday 15th February 2021 at 18:30 hours. This should coincide with the near completion of the over 70’s vaccination programme.    Everyone was thanked for attending and the meeting closed at 19:45hrs. |  |