

## NOTES OF PPG MEETING – MAY 17TH 2021 via zoom

Present: Dr Mark Findlay, Dr Darren Jackson, Sarah Gibson, Alan Plumpton, Lynda Plumpton, Sally Henbest, Diane Wightman, Kerry Smith, Louise Lock, Di Beste, Linda Rawlings, Deborah Watson, Michael Gould, Brenda Jackman, Tracy Underwood, Bev Haslam, Su Palmer, Peter Leyland.

Apologies: Chris Garner, Emma Finney, Ruth Coalson.

### COVID volunteering:

Volunteers are needed to help at the vaccination clinics at Hinckley Leisure Centre when needed, if you can help please contact Alan.

The main business of the evening was to talk about the new surgery at Barwell. Dr Findlay led this session and minutes relate to his PowerPoint presentation which is on the surgery website.

The following questions were answered on the PowerPoint.

1. Why move?
2. Where is the proposed site?
3. Why this site?
4. When will a move take place? (over a weekend in October 2022, not phased)
5. Is there good disabled access planned?
6. How will it affect my care?
7. How much disruption will there be?
8. Will I need to re-register?
9. What will the opening hours be?
10. Will I wait longer for appointments? (Hopefully new staff will be attracted to the new build)
11. Who makes the decision to relocate or not?
12. What happens if I don't want the practice to move?
13. What happens to the current building?

The site is a conservation area so the present white house facing the High Street cannot be altered. The partners will buy the house and lease it out.

Access to the site needs to be visible and safe. Some parking spaces on High Street may be removed for safe visibility – planning application required.

Slides showed pictures of the site and the internal ground floor and first floor with and without furniture. (see website)

Dr Findlay asked that people should look at these and imagine walking round the building to see if the plans work. (See later for feedback request)

Controlled access to the car park is being planned if needed.

The move should not impact Hollycroft Surgery, where investment is planned.

The stakeholders listed on the PowerPoint are asked for comments, this includes all patients. A copy of the planned questionnaire is available from the surgery. Responses should be sent in as soon as possible. Plans can be viewed and the more people who support the planning application positively the better so please write a response to the plans.

Some questions / comments were raised by zoom attendees as follows

1. LR - Has anyone considered a mental health crisis room?

Dr Findlay – a good suggestion, could use the Interview room in the entrance area. LR suggested it wasn't just a room but support that would also be needed.

TU – Could this space be used for patients who struggle to sit in a waiting room?

Dr Findlay – Yes.

DB – There is funding for safe spaces?

AP – Mental health must be high on the agenda.

2. TU - Will Hollycroft patients be able to see doctors at the new site

Dr Findlay – Yes, but most should stay at Hollycroft, plans for new space at Hollycroft is also in hand.

PL - will Hollycroft patients benefit from this even if they don't want to transfer?

Dr Findlay – yes, some tests and procedures can be carried out at both sites also specialist extra facilities such as minor surgeries can be accessed by all.

TU – experience of minor surgery at a local practice was very positive, quick and no need to go to hospital.

- 3 MG – Will the building have solar panels and eco-friendly heating system

Dr Findlay – All Eco plans are being looked at.

4. AP – The whole area will be dementia friendly. Colour schemes and signage for the visually impaired is being thought out.

5. SH – Does the surgery have a counselling service in situ?

Dr Findlay – no, the NHS doesn't support it. The NHS uses other organisations that doctors refer patients to.

## OTHER BUSINESS

Hinckley Hospital Plan - (AP) Hospital plans have been revisited and revalued to ensure the plan is Covid proof. The £7m is still there but obviously worth less than it was. Board meetings are going ahead and public consultations will take place soon. Barwell's plan for minor treatment at the surgery fits in well with keeping things local.

Well Pharmacy (AP) – There have been many staff changes, a new manager, Neil, is appointed to join on July 16<sup>th</sup>. AP has raised the problems of home deliveries and four-day turn arounds with the new Area Manager (Ann James).

“Well Pharmacies” use a hub for making up regular prescriptions then they are sent out to individual pharmacies. This should allow repeat prescriptions to be done 7 days in advance. At the moment every other prescription coming to the pharmacy is classed as a walk in so is not pre-prepared.

Well pharmacy blames the doctors but this is not the problem. Sarah Gibson has been trying to address the issues from the practice's view but with little result. The surgeries pharmacist technician is going to meet the pharmacy to discuss.

Carers TU – The group is celebrating five years of being a Carers Group with a party for carers to meet face to face after lockdown. Carers have adapted but struggled with very little support and want to know what help they will get going forward. They were contacted once in lockdown but not again. Support is needed. KS to look into this.

New Social Prescribers – Kerry Smith introduced Louise Lock and Di Beste the new social prescribers who work alongside the Local Area Co-ordinators to resolve problems as they arise that are not of a medical nature.

## Q&A

LR – do you deal with chronic depression?

KS – we are not mental health trained but conversations can be had about progressing with stronger local networks. We tend to come in after mental health care is in place.

AP – Local Area Coordinators and Social Prescribers help with signposting for befrienders issues very well. SH asked for examples of the work Social prescribers do – Louise and Di talked about helping with banking issues and going for walks with the anxious to shops. If long term support is needed referral is made to the Local Area Co-ordinators.

Befriending – AP - 42 volunteers are now helping 47 befriendees. Recently at a Leicester, Leicestershire and Rutland network event AP presented about how work is done linked to care teams. The computer tablet roll out has been delayed due to Covid but should progress soon. HBBC is helping with ideas to help people to get out of the house after lockdown as some are cautious. KS – things will look different post Covid and re-connections need to be made as groups return. AP - Sunflower growing and knitting squares for pet blankets are two new ventures for befrienders/befriendees. All volunteers were thanked

Question from PL

*Covid-19 restrictions are gradually being eased, culminating, hopefully, on the 21st June with most restrictions being lifted all together. Can we, therefore, also look forward to being able to book face to face appointments with doctors and other clinicians again from that date." Can we look forward to face-to-face appointments from June 21<sup>st</sup>?*

Dr Findlay – the new processes during lockdown have had many benefits and some negatives. It won't go back to how it used to be. More people can be treated with phone calls. Patient triage allows people to be treated more quickly by an appropriate person which may not be a doctor, as long as people accept telling the trained receptionist what the problem is. Doctors will phone people and will see people in person if necessary, this can often be quicker than the old appointment system.

Phone the surgery for an appointment for the doctor to phone. The receptionist can signpost issues like dandruff / headlice / nits to a pharmacy.

TU – the phone call is easier – it reduces the need for support for the infirm to get to the surgery and if a visit is necessary then arrangements can be made.

AP – Use 111, or the Out of Hours service if needed.

Dr Findlay

Alan was thanked very much for all that he has done for the PPG as Alan has expressed the need to step down as organiser of the meetings.

Alan will still attend PPG meetings but a new organiser is now needed. Please let Dr Findlay know of anyone who could help as the voice of the PPG