

1. Ratify previous meeting's minutes/matters arising

- Previous minutes from 25.3.21 ratified by the group and will be uploaded to the Fireclay Health website
- The group wishes to thank KS & PC for volunteering at COVID clinics
- AB to email clinicians re potential new PPG members

2. Patient feedback (governance bulletin)

- Jan-Mar 2021 Quarterly Governance Bulletin reviewed
- 23 positive feedback, 10 negative feedback, 11 complaints and 8 significant events received during this quarter. These were briefly discussed within the group.
- Group requested a copy of the document to be emailed to them

3. Appointment system/clinical services

• Face-to-face GP appointments – what are our plans post-pandemic?

JW shared information from RCGP about f2f consultations:

- The type of consultation should be a shared decision between clinician & patient
- 45% of consultations should be remote (Matt Hancock)
- GPs are trained to see patients and it is a different skill set needed for telephone/remote consultations
- Softer cues may be more difficult to spot in remote consultations
- COVID accelerated non-f2f appointments

AB update - GP feedback indicates that many issues can be resolved over the phone and this works for many patients. However, the option for reception to be able to book face-to-face appointments for patients with certain symptoms would be beneficial for staff & patients and this is planned. The plan was for the system to be changed over the summer but there has been a decision to delay this due to the spike in infections, staffing issues and the amount of work involved in such a change. As a practice we also still need to ensure safe infection control and there is not enough space in waiting room for all f2f appointments with GPs, Nurses & HCAs. This will be reviewed after considering these issues.

Addendum – there will be a pilot from 1.9.21 with afternoon GP appointments set up for timed telephone calls and face-to-face appointments bookable by reception team for certain conditions/symptoms. There will be an opportunity to review this with stakeholders.

4. PPG item

• Introduction to N.A.P.P. (JW/SH)

We are now a member of the National Association for Patient Participation (N.A.P.P.) with JW & SH set up as members. The group was asked whether they would be happy for JW & SH to disseminate information or whether they would like to be set up with a password themselves. KS, GB & PS would like to be set up to receive bulletins etc. **JW/SH to arrange**

- **Feedback from Healthwatch PPG forum from 18.5.21 (JW)**
Healthwatch is a facilitator for PPG group members from regional PPGs to meet every 3 months. JW is happy to attend and will continue to do so. JW gave the group some points from the meeting but we feel we need to develop our own group in the way we think will work best for Fireclay and the group members.
- **Long COVID – how are we managing?**
This was an item the group wanted to discuss. JW & SH have done some research and stated that 1.1 million people have long COVID with younger women in particular being affected. What are we doing about this as a practice (along with other post-viral conditions)?
AB stated the practice is referring appropriate patients to the Long COVID clinic run by Sirona (for patients struggling to function after 12 weeks).
Addendum – this topic was presented by KW (GP) at the clinical meeting on 2.8.21 in terms of symptoms of long COVID, criteria for referral and how to refer.

5. Practice item

- **COVID-19 vaccinations** – Fireclay are up to date with all 2nd doses and have invited all over 18s for first dose. Still awaiting guidance on whether we will be able to administer flu & COVID booster vaccinations at the same time.
- **Data sharing (Type 1 & National opt-out)**
The Fireclay Health Website has been updated with the latest information on this and will be continually updated with new information.
AB explained to the group the difference between type 1 opt-out and national data opt-out.
Type 1 Opt-out (GDPR) - NHS Digital is introducing the General Practice Data for Planning and Research (GDPR) service which will extract GP data, pseudonymised to protect identity, and make it readily available for planners and researchers. Data extraction is scheduled to begin on 1st September 2021. Complete opt-out form and return to GP to stop this.
National Data Opt-out – patients can opt out of sharing their data once it has been uploaded. They can do this by phone or online.
Addendum – the whole data sharing project has now been put on hold by the government until certain criteria are in place

6. AOB

- Well Pharmacy St George – managing expectations. Still ongoing issues it is felt by the group. Even though Well St George is a separate entity the group feel that patients see us as one service so it does reflect on the practice.
- SF retirement plans – SF will be reducing hours from September and retire at Christmas. Interviewing today.
Addendum – new Practice Manager employed to start 1.9.21

7. Future agenda items

- CCGs to be absorbed into ICSs
- Practice Manager to attend next meeting

8. Next meeting date

- Tuesday 14th September 6pm