



Waterfield House Surgery -Patients Participation Group (PPG)

Quarterly Meeting Minutes

13 Jan 2021

Attendees	<p><i>Waterfield House Surgery -Patients Participation Group Members:</i></p> <p><i>Peter Gonsalves (Practice Manager, Waterfield House Surgery)</i></p> <p><i>Anne Nicholls (Secretary)</i></p> <p><i>Tony Nicholls</i></p> <p><i>Hazel Daniell</i></p> <p><i>Karen Denman</i></p> <p><i>David Coleman</i></p> <p><i>Trudy Donachie (Chair)</i></p> <p><i>Nigel Stratten</i></p> <p><i>Gaby Molloy</i></p> <p><i>Ann Willingale</i></p> <p><i>Andrew Willingale</i></p> <p><i>Apologies for absence received from Jan Cook, Sally Perkins & June Crowhurst</i></p> <p><i>No apologies for absence received from other PPG members.</i></p>	
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Agenda Item	Minutes, Q&A/Feedback and Actions	
Acronyms and Abbreviations	<p><i>CCG</i></p> <p><i>JCVI</i></p> <p><i>LMC</i></p> <p><i>PCN</i></p> <p><i>PCT</i></p> <p><i>PVN</i></p>	<p><i>Clinical Commissioning Groups</i></p> <p><i>Joint Committee on Vaccination and Immunisation</i></p> <p><i>LMC Local Medical Committee</i></p> <p><i>Primary Care Network</i></p> <p><i>Primary Care Trust</i></p> <p><i>Pembury Village News</i></p>
Minutes of previous meeting	<ul style="list-style-type: none"> The actions from the September 2020 meeting were confirmed as complete. 	
Actions from Last Meeting	<ul style="list-style-type: none"> The information regarding “Help to Care” was circulated as a flyer with the September 2020 PPG minutes. If you have not seen the information and want to know more about it please go back to the flyer in September e-mail. 	
New members	<ul style="list-style-type: none"> No new members. 	
May 2020 AGM	<ul style="list-style-type: none"> Cancelled due to COVID-19 restrictions. 	
Feedback from PPG Chairs meeting	<ul style="list-style-type: none"> I do not have much to report since our last meeting. I did attend a chairs meeting prior to Christmas but this was dominated by the news of the vaccine and how it was to be rolled out to all as per government guidance. Since this meeting things have moved on to what is in place now that I am sure Pete will update us all very soon. I have a further Chairs meeting next week and we will share the information vial email. I would like to take this chance to thank all the surgery staff for all they are doing to support the people of Pembury in these difficult times. A special thanks for the successful roll out of the flu vaccines that many patients commented on, saying how well organised it was and thanked everyone for what they are doing. Many patients commented to us that they were very pleased with how it was organized. Thank you to the PPG members who helped at these sessions I know it was much appreciated. 	
Surgery Update	<ul style="list-style-type: none"> The surgery reiteration the thanks to everyone who volunteered to help out at the Flu vaccination clinics. Your help allowed the surgery staff to concentrate on patient related topics. This also served as a practice run for what was to come with Covid vaccination rollout. Flu Vaccinations: 	



- This slightly slowly due to the delivery of the vaccine, but we were rapidly able to catch up during October and early November to meet the target set by NHS as far the over 65s were concerned.
- Our target was to achieve at least 75% coverage and we think we achieved just over 80% vaccination rate for the over 65s age group. We have never achieved that sort of coverage in the past. So, thank you for actively participating in receiving the vaccination or helping at the clinics, as keeps us safe.

Question – if you take the Flu vaccine at the Pharmacist is there a mechanism for them to inform the surgery that the vaccine has been administered? Two weeks after I received my vaccination at the Pembury Pharmacy, I received a text from Waterfield House asking me to book an appointment to receive a Flu vaccination.

Answer – Yes, a patient’s GP surgery is informed by any pharmacy across the country, via an electronic report, of patients receiving the Flu vaccination. There is, however, a delay in reporting, and occasionally the reports may be missing.

- Flu vaccination has continued within the surgery, right up till the end of December.
- We are however still low on our figures when you include the new category that government had built in for 50 to 65 years old. There is not much uptake within this age group but that has always been historically the case - but we still have got around 59% of the population who had flu vaccination. This is a decent figure, but not as high as the NHS would have expected or hoped for in the current climate, but not everyone is interested in being vaccinated. These figures are roughly the same between our practice and the country as a whole.

- Covid-19 Update:

- Vaccination Centre for Waterfield House Practice is currently at Abbey Court, Tunbridge Wells PCN – but this will be moving to the Masonic Hall due to restricted parking for patients, restricted space within the clinic.
- Vaccination started on 14th December and the first focus is on the care homes and care staff.as per the guidance from the Government and JCVI (see <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020>) .
- Waterfield House Practice currently has 413 patients in the over 80 age ranges, and of these 171 have been vaccinated (i.e., just over 41%). There are another 100 patients booked for vaccination over the next few days. By the end of the week the coverage of first dose vaccination of the over 80s should be around 65%

Question: Which vaccine has been used for these vaccinations?

Answer: The Pfizer-BioNTech Covid-19 vaccine has been allocated to us, this means that we cannot move-it easily from place to place because of restricted storage, and hence the decision to hold the vaccination at the Abbey Court Clinic.

- We have been overwhelmed with supporters to help out with the marshalling at the vaccination centre. In fact, there have been so many volunteers that they have had to turn down a lot of help. So, thank you for those of you I know who are either helping out or offered to help out at the clinics.

Question: Is there a way of conveying our thanks to the person organising the marshals at the vaccination centre as she has done an absolutely fabulous job ensuring that she had 18 volunteers organised into the appropriate time slots to cover the long days , as well as getting GPs, administrators and vaccinators all lined up as well ?

Answer: Yes, we will ensure the appreciation for Sarah’s work is passed on to her as we are all in awe of her organisational skills. But we re also very appreciative of all the volunteers, as without you the clinics could not run so effectively.

- Because of the new variant of the Coronavirus we are now taking more steps to avoid face to face consultations, even with nurses, wherever possible. This does not mean that we will not carry out face-to-face appointments at the surgery where required, e.g. wound dressing



– these will still be conducted. There are certain annual reviews which can be done via video call or on a telephone call. The surgery are doing this to protect both the staff and patients. The surgery would have liked to implement these steps earlier but Peter was absent on Paternity leave and therefore wasn't around to ensure that the implementation could be thoroughly planned.

- The vaccination clinic at Abbey Court currently operates 12 hours per day, but this sometimes extends to 15 hours which is not sustainable for staff. On 14 January 2021 the clinic will be moved to the Masonic Hall in St John's Rd and will be open from 09:00 to 17:00. The hall has much more space so the number of vaccinators can increase from 3 to 5, there is adequate parking, no stairs for patients to climb and by limiting the hours to 17:00 at the latest, patients will not have to venture out in the dark. The outcome should be a much more convenient site and experience for patients, volunteers and staff, and less disruption for the staff and patients of Abbey Court.

The reduction in hours of the vaccination clinic is compensated by the increase in vaccinators and therefore we would not see a decline in the number of people being vaccinated on a daily basis.

Question: Can you tell us how many vaccinations will be carried out per day?

Answer: About 500 per day

Question: Has the PCN tried getting a bigger venue such as the Sports Centre at St John's?

Answer: Yes- several big venues were approached in and around the area, but were not available

Question: Can you update us as to what is happening in the care homes with regards to vaccination? The roll-out of the vaccine programme in the Tunbridge Wells area seems very slow.

Answer: Hazeldene residents and care home staff have been vaccinated. Cornford House residents and staff and any residual staff from Hazeldene are due to receive their vaccinations next week. There has been a slight delay in getting the residents and staff at Cornford House vaccinated as there was a Covid-19 outbreak in the home.

The whole process of vaccination at the Hazeldene took a lot longer, and was a lot more resource intensive than anticipated. Using the Pfizer-BioNTech vaccine it took 6 to 8 staff a whole day to immunise just 90 people!

Yes, the roll-out has been slow but now that the Oxford-AstraZeneca vaccine is available we are hopeful that the vaccination programme will be easier and quicker. However, it is sometimes not easier to plan too far ahead as we are often only given a day or two's notice that a batch of vaccine has been delivered to the PCN. We can only organise appointments once the vaccine delivery date was confirmed. I heard from a lot of the patients the following week that they were contacted on the Friday so in the morning after receiving notice of getting this batch of vaccine.

Feedback from volunteer Covid vaccination marshal - That's absolutely right. I was quite horrified because I was actually marshalling late on a Thursday evening before Christmas, I received an email from the lady who organizes the marshals saying that they had just heard that they would get another batch the next day and that marshals were needed.

- When the vaccine is allocated to the PC the appointments are proportionately divided across the nine surgeries, initially depending on the percentage of over 80s, with the surgeries having the larger percentage having a larger number of appointments and the surgeries with the smaller percentage having less appointments.
- Obtaining a coverage of 80% by this weekend would be pretty good considering that other areas such as Tonbridge haven't even started their vaccination programme.

Question: Will Waterfield House be carrying out any Covid-19 vaccinations?

Answer: No, vaccinations will continue from a central clinic due to the logistics of delivery of vaccine batches which tend to be delivered to the PCN in drips and drabs. If each of the 9 surgeries in the PCN carried out their own vaccinations sharing and delivery of vaccine



batches would be more difficult especially as notification of deliveries is sometimes at the 11th hour and we may not know what vaccine, Pfizer-BioNTech or Oxford-AstraZeneca, we are due to receive! In addition, 9 separate clinics would entail 9 times the number of resources needs to support the vaccination programme.

Question: If a patient receives the Oxford-AstraZeneca vaccine is there still a requirement for them to wait 15 minutes after receiving the vaccine?

Answer: They should not be driving within 15 minutes of receiving the vaccine, but they do not **have** to wait – the PCN may still decide that this is their preferred way of working.

Question: Who is responsible for the vaccination programme for Aspen (formerly Peppenburg)?

Answer: They still fall under the Tunbridge Wells PCN vaccination hub, but they do not fall into the at-risk category as they are mainly a home for people with Learning Difficulties and tend to be of a younger age range, so will be scheduled for vaccinations after the over 80s have been completed. We still need confirmation that they would fall under the same regime as the over 70s. Community front line workers such as dentists, teachers, social workers, police and fire brigade workers, would fall into this group as well.

POST MEETING CLARIFICATION- It is in fact 'front line **health and social care workers**'. This would mean firemen, police, teachers **will not** be in JCVI group 2 for covid vaccination regime.

QUESTION – is it up to key front-line workers to contact you if they feel they need to be vaccinated as part of the 2nd group?

ANSWER: Yes, we would not necessarily know a person's occupation so we have already started making a list from those already inquiring about key worker vaccinations. We will then contact them at the appropriate point.

West Kent Primary Care has decided that they will put out a statement, which we will put it on a website, so at least the staff can give the appropriate message if patients call up to ask what the current state of the vaccine programme and what is happening.

We may also need to consider asking for proof that someone is classified as a front-line worker as there is a potential that someone could try and jump the queue!

QUESTION: Where do Carers and paid family carers fit in the grouping for vaccination?

ANSWER: Unsure as to whether they fit into Group 2, they were definitely not in Group 1.

There may be additional detail in the JCVI website (here is the link again:

<https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020>) there is also information on the Waterfield House website (<https://www.waterfieldhousepractice.nhs.uk/>)

QUESTION: - Are there any plans for mass vaccination centres, similar to the one at the ExCel Centre in London, for Kent residents to receive their vaccination?

ANSWER: there is one proposed for East Kent, on the Isle of Sheppey, and also one at Brighton – but you would still not be able just to turn up for a vaccination, you would be invited to attend.

- Medical Staff at Waterfield House

- Dr de Boer whose contract ended at the end of December 2020 has now left the practice.
- Chris Bosworth, who is a Paramedic Practitioner employed at the practice will be leaving at the end of January.

QUESTION: Are you going to replace Chris as he was a fantastic asset to the medical team?

ANSWER: If the position is replaced it will be with an Advanced Nurse Practitioner as that would provide similar benefits to the medical team but also support the nursing team.

- We will have a second registrar starting with the team, working 5 days a week, 3 hours per day us and we are hoping that this will provide sufficient coverage for Dr de Boer and Chris Bosworth's departure.
- We will also be having another Physician Associate (i.e. a medical professional who can



carry out consultations, make diagnoses but cannot prescribe or make referrals etc.) who will be mentored by Dr Justice. This should enable us to have more appointment time slots for our patients within the practice.

See <https://www.nhsemployers.org/your-workforce/plan/medical-associate-professions/physician-associates> for additional information)

- Generally speaking, the practice staff have managed to stay healthy during the last 9 months.
- The practice is keeping recruitment options open, and are currently considering employment of an Advanced Nurse Practitioner to help strengthen the nursing team by taking away any of the on the day appointments and also would help us provide oversight to the nursing team and reduce the pressure on the doctors who are pretty stretched out with just the day-to-day demand of the patients. An Advanced Nurse Practitioner will support the clinical aspects of the nursing role and Peter can provide the administrative support.
- We are as yet unclear regarding the timing of recruitment, but we feel that at present we are able to cope.

Question: Can you tell us how many GPs we have at Waterfield House and how many hours they actually work and are you hoping to fill more full time slots within the practice?

Answer: At the moment we have 4 GPs of which 3 GPs (Dr Justice, Dr Minkah and Dr Woods) are full time but working extended hours over a 4-day period. The details of the days they work are in the last PPG quarterly minutes. Dr O'Neill works term time only and only on Tuesdays.

Yes, we are hoping to fill more full time GP slots, but many of the newly trained GPs want to go into the system as Locums, so GPs are becoming a rare breed! However, during the Coronavirus pandemic there has been a reluctance to take on Locums and so some are looking to join practices as partners or salaried GPs, or go into hospitals or community trusts.

Any Other Business

- Congratulation to Peter and his family on the birth of their new daughter.
- Support from the PCT

QUESTION: you mentioned and is apparent from the discussions this evening, the difficulties that you have across Tunbridge Wells with nine GP practices, trying to deliver on what is delivered to you in, with very short notice, I wonder what kind of best practice there is within Kent, and particularly within the PCT that can help? For example: provide template models, or provide assistance to individual practices like Waterfield house.

ANSWER: The vaccine delivery model is largely through the PCN which links up the surgeries, provides the resources to deliver and manage the vaccination programme for the surgeries. Small surgeries such as ourselves would not be able to handle the delivery of the Pfizer-BioNTech vaccine due to the storage and handling requirement of that product.

QUESTION: where I am coming from is about sharing best practice, for example, you mentioned that you have a problem in identifying frontline workers and that you haven't got enough resources to answer the telephone, answer the emails etc to find out if they really a fire worker or a frontline or whatever. Are there any mechanisms in place to find out what other PCNs or the PCT are doing to collect this information and whether somebody has already found a solution?

ANSWER: I do not know if that is happening, but many surgeries are inundated with, you know, calls, emails, and things like that. The CCG have provided resources for use on our telephone system, and on our website which we have already done. It is a very difficult thing to resolve as NHS staff are already stretched, and because of patient confidentiality and data protection requirements we cannot bring in volunteers to do this.
- Discussions on the 2021 AGM – covered waiting until we could hold the AGM at the Surgery, using Zoom or postponing the AGM.



	<ul style="list-style-type: none"> ○ Even when a large percentage of the Pembury population have been vaccinated there will still be some social restriction as the vaccination does not prevent a vaccinated person passing on the virus. Therefore, the AGM should not be held as a face-to-face meeting. ○ With a larger number of people, a Zoom AGM will be more difficult (though it was acknowledged that some organisations e.g., Pembury U3A have had successful AGM meetings) as we generally have a speaker and often a doctor from the surgery present. ○ Decision was made to wait until later in the year to decide whether an AGM will be held. ● Poor attendance at this meeting: <ul style="list-style-type: none"> ○ 30 emails were sent out, ○ 2 apologies received prior to the meeting and 1 received during the meeting, ○ 11 attendees
Annual General Meeting	<ul style="list-style-type: none"> ● AGM will not take place in first half of 2021 – decision to be reviewed at the next Quarterly Meeting of the PPG
Next, and Subsequent Meeting	<ul style="list-style-type: none"> ● NEXT MEETING 12 May 2021 19:00 via Zoom