



Waterfield House Surgery -Patients Participation Group (PPG)

## Quarterly Meeting Minutes

*12 January 2022*

<b>Attendees</b>	<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>Kathleen Gordon</i></p> <p><i>David Moore</i></p> <p><i>Andy Willingale</i></p> <p><i>Gillian Coles</i></p> <p><i>Sue Giles</i></p> <p><i>Trudy Donachie (Chair)</i></p> <p><i>Nigel Stratton</i></p> <p><i>Gaby Molloy</i></p> <p><i>Karen Denman</i></p> <p><i>Andrea Moore</i></p> <p><i>Ann Willingale</i></p> <p><i>Melvyn Coles</i></p> <p><i>Apologies for absence received from David Coleman, Pat Davis, Sally Perkins, Marie-France Mason, Sheila Miller, Mike Miller.</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	
<b>Acronyms and Abbreviations</b>	<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>PPG</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>Patients Participation Group</i></p> <p><i>Pembury Village News</i></p>
<b>Agenda Items</b>	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Minutes from meeting of last meeting and matters arising</li> <li>• Update from chair</li> <li>• Update from surgery</li> <li>• AGM for 2022</li> <li>• Dates of meetings for 2022</li> <li>• Any other business</li> </ul>	
<b>Minutes of previous meeting</b>	<ul style="list-style-type: none"> <li>• The actions from October 2021 meeting were confirmed as complete.</li> </ul>	
<b>Actions from Last Meeting</b>	<ul style="list-style-type: none"> <li>• The minutes from the Out of Hours Services Clinical Home Visiting West &amp; North Kent meeting attended by Anne Nicholls in September 2021 have still not been issued. <b>Trudy will raise this at the next Chairs meeting</b></li> <li>• The surgery letter has been posted on “Pembury Matters” Facebook page - so far there have been few comments.</li> </ul>	
<b>Feedback from PPG Chairs</b>	<ul style="list-style-type: none"> <li>• It has been a quiet time since our last meeting.</li> <li>• The West Kent Chairs meetings continue to be held on zoom and continue to update us with the</li> </ul>	



<p><b>meeting</b> (Trudy Donachie)</p>	<p>role of the CCG and plans they do have.</p> <ul style="list-style-type: none"> <li>• At the meeting yesterday the consultation on cardiology services was discussed. <ul style="list-style-type: none"> <li>✓ Currently Tunbridge Wells and Maidstone hospital have cardiology services but they do not both have the same service.</li> <li>✓ Patients are currently transported between both hospitals to have different procedures.</li> <li>✓ There are 25 national standards of best practice for cardiology services the trust is currently meeting 12 and partially meeting 4.</li> <li>✓ We do not have a dedicated cardiology ward and lack some specialist staff and cannot provide 7 days a week services for some services.</li> <li>✓ The plan is therefore to relocate major cardiology services onto one site. With some services still be available on site 2.</li> <li>✓ Both sites will retain their A and E services and all the current out patients' clinics at both hospitals and also at Crowborough will continue.</li> <li>✓ The favourite is to move to Maidstone for the following reasons: <ul style="list-style-type: none"> <li>➢ Maidstone currently has the stroke services and there are similarities of care.</li> <li>➢ Maidstone is not a Patient and Public Involvement (PPI) hospital so does not have the same difficulties to face.</li> <li>➢ They have the space to build a dedicated unit if that is agreed.</li> <li>➢ Nearer the motorway system.</li> </ul> </li> <li>✓ This is an ongoing consultation but ends on Friday.</li> <li>✓ Details of how to be part of the consultation have been on CCG community bulletins.</li> </ul> </li> <li>• I have continued to meet with chairs of PPG within the Tunbridge Wells Primary Care Network. These have been very useful to discuss the issues that other surgeries are facing. <ul style="list-style-type: none"> <li>✓ All surgeries are facing the same challenges as Waterfield House. This is reassuring and worrying at the same time.</li> <li>✓ Covid, and all the issues that this has brought, still remain the biggest challenge we are all facing and until this is brought under control it is difficult to move forward.</li> </ul> </li> </ul>
<p><b>Update from the Surgery</b> (Peter Gonsalves)</p>	<p>Negative feedback on Surgery Services</p> <ul style="list-style-type: none"> <li>• This was raised at the last meeting, specifically related to feedback recorded on our website. To take a more proactive stance we have tried to get the clinicians to obtain feedback from the patients when they come into the surgery. Whilst we acknowledge that this adds to the clinician's burden of things they need to do, we realise that that by obtaining feedback early, whether positive or negative, we can evaluate the comments through a "lesson learned cycle" and hopefully prevent the issue happening again.</li> </ul> <p>Surgery Staffing</p> <ul style="list-style-type: none"> <li>• Dr Chinwe Okechukwu has joined the surgery's clinical team. She will be working 3 days per week: Wednesday, Thursday and Friday provided 6 sessions of cover. She has special interest in dementia, which will enhance our ability to support people with dementia both in the community as well as large number of patients in the two care homes supported by the surgery. With Dr Chinwe on board, we are can redistribute Dr Wood's patients between Dr Chinwe, Dr Justice &amp; Dr Minkah. Patients over the age of 75 impacted by the change in GP will be informed by letter.</li> <li>• Whilst we were in the process of recruiting, we did not inform patients by letter of any of the interim changes to their allocated GP. Information is also available at: <a href="https://www.waterfieldhousepractice.nhs.uk/news/dr">https://www.waterfieldhousepractice.nhs.uk/news/dr</a></li> <li>• Support for the surgery is also provided by the Locum Advance Nurse Practitioners (ANP) – Marie Johnson (Tuesdays) and Suzy Ready (Wednesday). We may have additional support on Fridays from next month. This support will continue until the end of March. Support from the ANP is critical in order to have cover if one of the GPs has to self-isolate or are unwell.</li> </ul> <p><a href="#">Q – Can the ANP prescribe and make referrals?</a> <a href="#">A – Yes, the ANP can diagnose, provide treatment plans and referrals, though there would be</a></p>



some exclusions e.g. patients under 2 years of age or those with co-morbidities. Additional tasks carried out by the ANPs includes hospital letters, reviewing lab results etc. thus reducing the burden on the GPs.

- In addition, we have other clinical practitioners whose details can be found here:  
<https://www.waterfieldhousepractice.nhs.uk/team?category=clinical-practitioners>.

- Reception Staff

Q – are the reception staff still getting abuse from some patients?

A – There are still a few cases where reception staff receive abuse from patients but luckily not on the scale other surgeries have reported. We deal with these on a one-to-one basis as appropriate.

- Surgery Absenteeism

- ✓ We report daily to the CCG on our sickness absenteeism so that the NHS is able to track service levels within Primary Care, determine where the pressure points are on the service and provide help where necessary. Within the NHS as a whole if any clinical staff go off then there is a huge pressure on the healthcare system.
- ✓ Within Waterfield House we have been lucky in that we haven't experienced any major absenteeism from clinical staff and have managed to cope with support staff absenteeism. Within the NHS it is estimated that there are at least 25% of staff absent at any given point.
- ✓ If staff were just self-isolating but were generally well, we would be able to provide laptops etc. so that they could work from home to provide remote consultation to patients.

Q – What has been the situation with support staff absenteeism?

A – One of our support staff were absent for 3.5 months with a fracture but we were able to cover the workload as she only worked one day per week. A second had to self-isolate with Covid over the Christmas and New Year period and we were lucky that this was a quiet time and were able to cover for her absence.

#### Surgery Appointments

- We are finding that we now have a few spare appointments which enables our patients to be able to get appointments on the day or the next day.
- With Dr Chinwe joining the team we are now able to offer additional GP appointments.
- We now making GP appointments available both online as well as through reception. If patients want to specifically have an appointment with a GP, rather than be allocated to a different clinical support staff, they should be able to get an appointment in at least four weeks.
- Our reception staff are “signposting” patients to ensure that they see the appropriate clinician (Physician Associate/ Advance Nurse Practitioner/ Nurse) for their condition, without burdening the GPs with every case. However, if a patient wants to see their GP, even after it has been explained why the alternative clinician is suitable for assessing their condition, they will be offered an appointment if one is available.

#### Covid Update

- Coronavirus Vaccination Boosters
  - ✓ At our last meeting we briefly covered whether the surgery would be running the booster campaigns and we were under pressure from the NHS to do so. This however, would have put tremendous pressure on the existing services we provide as it would have pulled our resources away. In the end the booster campaign was mainly run out of a few sites within the Tunbridge Wells and Tonbridge area. With the Omicron variant that emerged in November additional clinics were organised at Abbey Court over a 2-week period towards the end of December. Between 1400 and 1500 booster vaccines were administered.
  - ✓ We are still in dialog with the CCG to see whether our services are needed to provide either the initial vaccinations or the booster as there are still people coming forward for their first doses or boosters. We are doing this in such a way that wouldn't put pressure on the already existing pressurized general practices.



Q – Are there still walk in clinics for coronavirus vaccinations/boosters?

A - Link for walk in clinics - <https://www.kentandmedwayccg.nhs.uk/your-health/coronavirus/covid19vaccine> it may be advantageous to have this link posted on the Pembury Matters Facebook page and perhaps with the U3A. It is important that patients are aware of where they can still get vaccinated as from 4<sup>th</sup> February those working frontline in the health service must have started to have their vaccinations, and there are lots of nurses, cleaners, porters etc that live in Pembury or on the outskirts.

#### Flu Clinics

- We had hoped that this year we would have completed the flu vaccination campaign by the end of October. Unfortunately, we ran into December as we were at the mercy of the supply chain.

Q – are the flu clinics being continued

A – the surgery has completed all the scheduled vaccinations and have a few flu vaccines spare that they are offering as the opportunity arises.

#### Post meeting information

*Peter has provided the following additional information available via the Waterfield House website or as detailed below:*

We have resources available on our website including Mental health – Kooth, Place2Be, Young Minds, Mind, etc:

<https://www.waterfieldhousepractice.nhs.uk/news/coronavirus-covid-19>

#### Covid-19 resources for parents, carers and children and young people

Please find below some resources that may be helpful for parents, carers of children and young people with SEND or children and young people themselves.

- Kooth - <https://www.kooth.com/online>  
mental wellbeing community -Free, safe and anonymous support for 11-26 year olds.
- Cognitive behavioural therapy (CBT) is widely used in the treatment of anxiety and depression. This free course comes in bite-sized sections and is primarily aimed at young people aged between 12-18, however the content is equally beneficial to parents, families, teachers and supporters of young people.  
<https://elearning.10minutecbt.co.uk/courses/10-minute-steps-to-wellbeing-during-covid-19-young-people-and-families>
- National Autistic Society – guidance and helpline for parents’, young people and staff:  
[https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-\(covid-19\)-advice.aspx](https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx)
- Mencap - Easy Read guide to Coronavirus:  
<https://www.mencap.org.uk/sites/default/files/2020-03/Information%20about%20Coronavirus%20ER%20SS2.pdf>
- Place2Be – Guide to helping parents answer questions from their children and to support family wellbeing: <https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/>
- Young Minds - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
- Carers UK - Guidance for carers: <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>



- Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic: <https://www.mindheart.co/descargables>
- Amaze - information pack for parents: <https://amazesussex.org.uk/faqs-about-the-coronavirus-for-parent-carers-of-children-with-send-brighton-hove/>

#### Other Resources

- If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at [www.kent.gov.uk/KentTogether](http://www.kent.gov.uk/KentTogether) or by calling on 03000 41 92 92. It is a 24-hour service.
- Kent County Council also has a page on its website answering frequently-asked questions and the very latest Coronavirus information on its service updates page. Visit [www.kent.gov.uk](http://www.kent.gov.uk) to find out more.
- The Kent Mental Health Team have set up a 24 hour helpline to offer support during the Covid 19 outbreak. Call 0800 107 0160 if you're feeling stressed. You can also text "Kent" to 85258 for 24-hour mental health crisis support via text from trained volunteers.
- National Domestic Violence Helpline: 0808 2000 247 <https://www.nationaldahelpline.org.uk/>  
You can find information on <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>
- NSPCC helpline: 0808 800 5000 If you're worried about a child, even if you're unsure, contact NSPCC professional counsellors for help, advice and support.
- Childline 0800 1111: Offers free, confidential advice and support for any child 18 years or under, whatever the worry.
- MIND: Mental Health Support with specific advice on 'Coronavirus and your wellbeing'. <https://www.mind.org.uk/>
- YoungMinds: Supporting children and young people and their parents/carers with their mental health and wellbeing. Specific advice on managing self-isolation and anxiety about coronavirus. <https://youngminds.org.uk/>
- ICON: Babies cry: You can cope. <http://iconcope.org/>
- Safelives: Specific resources for domestic abuse and COVID. <http://safelives.org.uk/news-views/domestic-abuse-and-covid-19>
- IRISi interventions: <http://irisi.org/iris/find-your-local-iris-site/>
- Caring Conversations: In this coronavirus crisis we can offer an ear to listen, a comforting voice on the phone, someone to share with on a confidential basis. Both of us have training in the areas of pastoral care in a Christian environment but welcome people of all faiths or no faith. Martin and Christine Swindlehurst. <https://www.accessiblelight.co.uk/>
- Barnardo's: Barnardo's has launched a vital new support service which will help make a positive difference to the lives of many Black, Asian and minority ethnic (BAME) children, young people and their families impacted by Covid-19. This is a UK-wide helpline - <https://helpline.barnardos.org.uk/>  
- which will focus on issues specifically affecting children, young people and families from BAME communities. The new service is a free telephone helpline and web chat facility for children, young people and families from these communities.

**Any Other Business**

#### **Mental Health support**

- Concern was raised again about the difficulty in obtaining mental health support for all ages within



the community. Mental health support falls under the remit of the CCG rather than the general practice service and it was acknowledged that this is not just an issue within the Tunbridge Wells area but country wide due to lack of adequate funding. Even when people are referred for further assessment these appointments are often many months away, and often too late for some people.

People may want to raise this issue with Greg Clark the Tunbridge Wells MP.

*Post meeting update: there is a brief posting on Greg Clark's webpage regarding Mental Health issues. <https://www.gregclark.org/>*

*Trudy will raise our concerns at the next PPG Chairs Meeting*

**Waterfield House Surgery Website**

- At the last meeting it was discussed that PPG information is posted on the surgery website. Feedback from one PPG member was that it was not easy to find this information and has offered his support in providing feedback on the ease of use of the website. Peter agreed that this would indeed be useful and will take up this offer.

**PPG Membership**

Q - The question was raised as to whether there were limits on the number of people who could be part of the PPG and were we hoping that we could start having the quarterly meetings face-to-face rather than via Zoom?

A – No, there is no limit. However, at present we would not be able to have more than 15 people for a face-to-face meeting within the surgery. We could run the meeting as face-to-face and Zoom at the same time.

<b>Annual General Meeting</b>
<b>Next, and Subsequent Meetings</b>

- The AGM will be held on 06 Jul 2022 starting at 7pm. We hope that the Social Prescriber for the surgery will speak at this meeting. Whether the meeting will be face-to-face or via zoom, or a combination of both will be discussed at the meeting in April.

- Next quarterly meeting: 06 April 2022 – at present this is planned to be via Zoom.
- Subsequent quarterly meeting: 07 Sep 2022