



## UnityHealth

### Patient Participation Group (PPG) meeting – 6<sup>th</sup> May 2021

#### Attendees:

LM-F (Lesley Munro-Faure, JH (Jackie Highe), RH (Rob Holdaway), JE (Jenny Edmonds), EL (Emma Lowndes), MB ( Matt Bateman), PM (Pat Mullan),), MW (Marion Wilkes), MM (Monica Marshall), RC (Richard Clemmow) – part since joined at short notice

**Location/Time:** Virtually via Zoom at 2pm

No	Description	Action
1	<p><b>Welcome and Apologies:</b> Apologies received from: BJ (Brenda Jefford), CC (Cathy Clark), RDH (Richard De Havillande), LS (Louise Smith)</p> <p><b>Resignations/new members:</b> The meeting welcomed new member Richard Clemmow to the PPG.</p>	
2&3	<p><b>Minutes of meeting dated 20<sup>th</sup> October 2020 were agreed</b></p> <p><b>There were no matters arising</b></p>	
4	<p><b>Update on Long Crendon</b></p> <p>LM-F gave an update on Long Crendon.</p> <p>Unity Health had closed the Long Crendon surgery for f:f appointments during covid since the building was not covid secure. We then consulted with patients on the possible closure of the Long Crendon site since the premises are not suitable for the provision of modern healthcare and the CCG has consistently refused to support the development of new premises. This is on the basis that the direction of travel within the NHS is that premises should only be built where they serve a population of at least 10K patients.</p> <p>Opposition from patients led to the formation of the SOS group which has lobbied based on the differing needs of rural populations/practices. The CCG has agreed to continue to fund rent on premises for Unity Health, even though only around 4K patients, provided they are not</p>	

	<p>standalone Healthcare premises but are part of a wider community-owned facility. LC Parish Council (who own the land where premises could be built) have agreed to take this forward, together with the support of the SOS group. They have instructed an architect and plans have been submitted. <i>(post meeting note: planning has been approved)</i></p> <p>LCPC are now working out how to fund both the development and on-going revenue costs for the building. Meetings have been held with the CCG who have agreed they will continue to fund the rental costs for Unity to rent our share of the building. LCPC need to work out what shortfall there might be between the capital/revenue costs and the CCG funding and develop an operational plan for covering these costs.</p>	
<p><b>5</b></p>	<p><b>Update on vaccine roll-out</b></p> <p>LM-F gave an update on this. We have been running since Dec 2020, initially as Unity Health but joined by Cross Keys during January to also vaccinate their patients.</p> <p>During first week in January there was a national call to vaccinate care home patients since there was significant concern to protect residents so we also vaccinated around 500 non-Unity care home residents and staff.</p> <p>Wave 1 was to vaccinate all patients over 50 or under 50 with an underlying health condition. Wave 2 was to vaccinate patients aged 18-49. We committed to both waves.</p> <p>We have, however, decided to stop vaccinating at the end of June so we can concentrate more on patient consultations post covid as we are seeing demand start to escalate. By the end of June we should have provided two doses for all patients in wave 1 and offered first doses to all patients in wave 2 (dependent on vaccine supply).</p> <p>The PPG felt we had done an excellent job on the covid vaccinations – it was very impressive to have mobilised the service so quickly and congratulated the practice on how efficiently the clinics are run.</p>	
<p><b>6.</b></p>	<p><b>Services post lockdown</b></p> <p>Some discussion on f:f appointments. LM-F confirmed that, where needed, these had not stopped – we had continued to see patients f:f throughout the pandemic. Nationally, however, we had been instructed to only see patients f:f where strictly necessary – both to protect patients and the service from covid. We do now need to move back to where we were pre-covid where the need for a f:f appointment was more of a discussion with the GP and patient together.</p>	

	<p>Some of the changes we have made will continue such as some long term condition reviews continuing to be via telephone rather than f:f since some patients definitely seem to prefer this.</p> <p>We are now working through what we will prioritise and how we will communicate with patients with long term conditions etc what they need to do re their appointments this year. We have, for many years, been using care and support planning to encourage patients to take more responsibility for their health but feel that certainly this year, we will need to carry out more pre-active patient recall to get things 'back on track'. Will publish information on website once review completed and sent text to patients to signpost this document.</p> <p>This led to a discussion of the website which we are aware needs some improvement but has been a lower priority during covid. Suggestion was that, once we are in a position to take this forward, we form a working party with the PPG to review and advise</p>	<p><b>Action: LM-F to publish info on website</b></p> <p><b>Action: LM-F to action with IT lead</b></p>
<p><b>7</b></p>	<p><b>Patient survey</b></p> <p><b>Action plan 2020</b></p> <p><b>There were two actions:</b></p> <ul style="list-style-type: none"> <li>• Produce some information for patients on how to access test results – this was done for the Spring newsletter</li> <li>• Ideas to consider for next survey – this will be done at the meeting today</li> </ul> <p><b>Survey 2021</b></p> <p>Agreed we will base on the previous year with the following additional areas to be considered:</p> <ul style="list-style-type: none"> <li>• The ideas from last year's survey</li> <li>• Some questions around mental health (although probably not using those words)</li> <li>• Some questions around patient experience of different types of consultation</li> </ul> <p>Agreed LM-F will produce new survey including these ideas and send to PPG for review (also include PPG email as below)</p>	<p><b>Action: LM-F to produce and circulate</b></p>
<p><b>8</b></p>	<p><b>AoB</b></p> <p>Pat raised the PPG email and that it is seldom used. Felt we would add</p>	

	details of the email address to the patient survey and also stress its purpose is to be used to suggest good ideas on how to improve (not for general moans/complaints etc)	
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