



## **Three Shires Patient Participation Group AGM Zoom Meeting**

NB. This AGM is being held as a Zoom virtual meeting. Janet is staying as the Chair of the committee.

**Date:** Monday, June 8<sup>th</sup>, 2020

**Present:**

Janet Spence (chair)(M), Clare Watts (sec) (W) Sue Baxter(w),  
Ruth Bridgens( M), Maureen Hurcom ( P), Lynne English (P)  
Pam Golton (W), Jackie Vincent (W), Mike Hatch (P),  
Henk Smit (W), Gwen Warner (W), Mandy White(Practice manager),  
Jasmine Saidi( Social Prescriber)

M=Marshfield, P= Pucklechurch, C= Colerne , W= Wick

### **1. Apologies.**

Jean Purnell, Erica Laws, Sara Penellum

### **2. Update from Jasmine Saidi ( Social prescriber) and Mandy White (Practice manager)**

**Jasmine Saidi** introduced herself and gave us an outline of her role within the Three Shires Practice.

Post COVID-19, she will be working with Three Shire Patients every Thursday. At this time, the system is being managed centrally with all contact by phone for those patients who are referred. She is able to help and advise on a variety of services that may help those referred including: childcare, accessing benefits, help for shopping and collection of medicine, mental health issues, diet, stopping smoking. In some instances (in the future, after Covid) she will be able to help with the completion of forms to access benefits and help for carers.

There is a quarterly recording system where Jasmine reports on the number of patients she has talked to but obviously she spends many hours sorting and arranging help. The clinician will usually give her an outline of what a patient may need before Jasmine

makes contact. The clinician will also have informed the patient that the social prescriber may be able to help so that initial contact does not come, "out of the blue".

Mandy explained that post-Covid, Jasmine will work from Colerne and Pucklechurch. .

### **Mandy's report.**

Janet thanked Clare for producing the posters so quickly and asked if they had helped increase the number of prescriptions ordered on-line and increase the number of patients who did need to see a doctor. Mandy reported that there has been an increase in patients contacting the surgery.

Members of the group reported at the meeting that some people had found it difficult to access the NHS app. It was agreed that post Covid, it might be worthwhile putting on some drop in training sessions.

Mandy reported that currently there is no change to Practice operations. She thanked the group for all that they have been and are doing, in their communities.

The Practice is continuing to review and follow guidance, adjusting operations as required. With regard to PPE, there is a central supply imminent and this will be available to the Practice weekly which is welcomed.

### **3. Minutes from last meeting and Matters Arising.**

With regards to :(*Our volunteering system appears to be working well, but perhaps the " legal" side could be discussed at another meeting.* May 2020 ) Janet tried to register with the RVS. but had little success so suggests that for now we stay as we are.

Following a question from Ruth regarding those who are not shielding, but vulnerable, Pamela said that there is good guidance on the NHS Covid site under the " frequently Asked Questions" A short discussion took place regarding the PPG continuing helping the vulnerable after Covid and it was suggested that we could still continue to collect and take prescriptions.

A virtual thumbs up was given regarding the content of the minutes from the last meeting.

### **4. Annual report of 2019/20**

Janet thanked Mike for producing the report and Mike gave us a quick summary of its content (we had the report emailed before the meeting and had read it.)

As we were to have a guest speaker at our AGM in March, Janet suggested we book Dr Emma Bradley, Care of the Elderly at the BRI,for the first meeting post Covid.

## **5. Village reports.**

### **Wick :**

Sue Baxter reported that all was working well in Wick with the prescription distribution. There are 5 or 6 people who help out with this on a rota system. They usually deliver 3 or 4 prescriptions Monday to Thursday and a few more on a Friday.

Pamela Golton, reported that all was well in the Hinton and Doynton area. There is an online shopping list for Sainsbury's that people are welcome to add to. Their order can either be collected or delivered to them from the shopping that has been delivered to a central location.

A small group of people make sure that anybody in the area that may be lonely receive phone calls of support.

She had been contacted by someone confused about a letter sent from the surgery with a link that they could not access. Pamela asked that this link could be checked.

### **Pucklechurch:**

Maureen Hurcom reported that Pucklechurch "Good Neighbour" scheme which running for some time was applauded in a South Glos newsletter.

She has organised the delivery of 3 to 4 prescriptions per day.

### **Marshfield:**

Janet reported that a small group of volunteers are delivering approximately 5 prescriptions a day. The local shop has worked very hard to stock/ get what the villagers require.

Unfortunately, there was no rep from Colerne but at the last meeting, it was indicated that there is an excellent support network in the village.

## **6. Future Planning of PPG Activity.**

As we are in unusual times, it was suggested that until the pandemic is over, we continue doing what we are doing as a group and locally in the villages.

Henk suggested that we try to involve the Patient Reference Group with what we do. We could send questions via Mandy. Janet will write something that Mandy can send out to the PRG from the PPG members. **Action : Janet**

A discussion took place about helping those who find it difficult to use technology to access help which was something mentioned by Gwen, earlier in the meeting. Perhaps when we are Covid free, there could be workshops to help people gain a basic level of

support through phones or computers. In the meantime, as Janet suggested, we all need to be good neighbours.

## **7. National Association of PPG's.**

Janet confirmed that our membership has been extended to January 2021.

## **8. AOB.**

Maureen enquired about flu jabs for the next flu season. Mandy explained that conversations with various parties are being held and a decision cannot be made yet, but that we are looking at a number of options.

Janet flagged up that it is Carers' week. Mike said that there are online activities and chatrooms on the Carers' Website which he will forward to me to distribute.

## **9. Date of Next Zoom Meeting.**

Although the PPG usually hold quarterly meetings, it was thought that these zoom meetings are useful during this pandemic so we will keep them monthly until further notice.

Next Zoom meeting: Monday, July 20<sup>th</sup>, 11.00 am. NB. This is a new date and not the date set at the meeting as Mandy will be unable to attend on the sixth.