

Public questions – South Staffordshire PCCC – 27th August 2020

John Bridges - Vice Chair East Staffs CCG Patient Board and East Staffs District Patient Engagement Group

1. At the start of COVID, Surgeries were asked to cease communication with their Patient Participation Groups, PPG's. I have to say that I personally feel this was an incorrect decision. In July surgeries could again communicate with their PPG's but I see evidence of this not to be the case in all instances.

Can I have assurance from the PCCC that they will discuss this with the surgeries to ensure communication and transfer of information is happening?

Response: This was a national decision that was made in terms of the prioritisation of general practice work in order to deal with the pandemic. As part of recovery and restoration nationally it has been supported to step up engagement again with PPGs from July onwards. The Primary Care Team are supporting practices working with the communications team on what support they need to undertake engagement virtually if they are not doing so already and also how we can share any learning amongst practices.

2. It would be very helpful for patients to know what services are now available from their surgeries. There does appear to be inconsistencies not only between surgeries but also within a same surgery. Would this be possible to arrange?

Response: Practices are currently within recovery and restoration phase and we are supporting them to step services back up as per the phase 2 and phase 3 letters. It would be helpful to understand examples of what services are inconsistent so that we can look into this with our practices to understand if this is a service they are commissioned to deliver and if so whether there are any issues in stepping services back up as part of this recovery and restoration. As we are sure can be appreciated, any services need to be fully risk assessed and practices need to be assured that they are clinically appropriate and possible to restart during this time.

3. Under the draft Seasonal Flu Plan, page 15 of the plan (page 71 of the minutes), discusses flu vaccines within care homes and it is good to see that this will continue to take place. It states this will be via General Practice.

Can you please say clarify for me the following

a. For a resident in a care home are they still registered with the Surgery they were with prior to going to the home, or is registration moved to the Surgery that covers that geographical area the care home is situated?

Response: If the patient is registered with a practice where the care home is outside of their practice boundary, they could be asked to re-register with a practice that is within the boundary.

As part of the work around care homes, PCNs and practices are now aligned to all CQC registered care homes and therefore patients in care homes will be offered to re-register with the aligned practice/PCN to enable them to take advantage of the benefits of the enhanced care home scheme.

b. Based on the answer to (a) above who carries at the vaccination? The new Clinical Leads, that have been allocated to care homes or from the Surgery the resident is registered with?

Response: The vaccine would be administered by either the practices supporting these homes or our community services if those patients are currently being supported by those services also.

The CCG is working with the Local Authority Care Home leads, GP practices and Community Pharmacy to request a collaborative approach to ensure residents and staff are vaccinated. (This year Community Pharmacies may be able to deliver to residents and staff – waiting on final service specification to be issued). In some homes, nurses administer the vaccine as authorised by the GP.

Draft Communication Plan, Appendix 3 Page 23 of the plan, (Page 79 of the minutes).

When will the draft communication plan be executed as we are fast approaching the flu vaccine season and will the opportunity be taken to use the Patient Board, District Group and PPG networks be used to help get the message out into the public domain?

Response : The communications plan can be shared. The team are working on the first release/webcopy and will have that ready to go out next week. The team will be sharing with the PPGs and directly with practices too.

As CCG PPG meetings are being organised, a member of the Primary Care team will attend to provide an update on flu. (SES District on 17/9/20)

Dr Hannigan has kindly done a press statement

Our CCGs sites have also been updated with information

Practices are also sharing communications regarding flu clinics

4. I have been delivering prescriptions throughout COVID people in isolation, the elderly etc and am noticing the at this time of the month the Pharmacy is being told

"You have had your quota this month of this particular medicine you require more of"

This has happened twice for a diabetic patient who needs Levemir insulin and the only way the pharmacy is able to get a further amount is by faxing through proof, the patient prescription showing the date of issue and product needed (with patients name, address, etc covered up), to the supplier? I am not only concerned in patients being rationed and put under unnecessary stress and repeated journeys to a pharmacy, but also on the extra work being placed on pharmacists at this difficult time.

Response: This is an NHSE/I question in relation to pharmacies as CCGs do not currently commission pharmacies, but we will forward this on for comment