



Lime Tree Surgery Patient Participation Group
Minute Notes from PPG Teleconference Meeting
Tuesday 18th May 2021

1.0 Attendees: KY (Chair), TM (LTS Managing Partner), DH (LTS Compliance Manager), JE (LTS IT Lead), PA, BH, JH, RG, JS, TB, CB, PA, EL, SD, LT (Minutes)

2.0 Apologies: MG, DM, DM (PPG Secretary), Philip Barclay (PB)

3.0 Matters Arising from meeting held on 16th March 2021

3.1 Outstanding Type 2 Diabetic Reviews: TM reported that Alice and Jo were working on this and update at the next meeting

3.2 Annual Routine Diabetic Checks for patients: As 3.1 above. However, those patients who have had their annual review are satisfied.

3.3 Parking Problems at Durrington Health Centre (DHC).

This continues to be a problem Monday to Friday especially when Covid vaccination clinics are run alongside other clinics and surgeries at the centre. The problem is worsened because extra staff are needed for the Covid clinics and they are parking in the main car park. It has also been noted that staff from New Tyne are also parking in DHC. Poor parking of cars in the Staff car park also increases demand on the main car park. On many occasions patients have also had to be turned away from the DHC main car park and asked to find alternative off road parking spaces in the surrounding residential area.

4.0 LTS Covid-19 Vaccination Update:

4.1. TM confirmed that good progress was being made with vaccinations. The practice had appointed a new post of Vaccination Coordinator and she is undergoing a period of training. 2nd doses of the Pfizer vaccine are being given; the next cohort will be mid-June. 1st doses are now being given to the over 30s. 3.5k over 18s will then remain and will receive 1st doses in June and 2nd doses in July.

4.2. Long term plans for Covid-19 booster and annual flu vaccinations 2021/22

TM confirmed that there will be a similar provision for seasonal flu this autumn as last year. All over 50s/At Risk patients will be offered the flu vaccine and Covid-19 booster vaccinations will also be given and current thinking is that this will be a different product to

the one given previously (e.g. If you have had AstraZeneca then it might be Pfizer and visa versa), this is to be confirmed nearer the Autumn.

4.3 When will surgeries return to normal?

TM outlined the Standard Operating Process (SOP) for Primary Care. It is hoped to open the front doors next week (week beginning 24th May). Face to face appointments are being increased with both GPs and Nurses. It was acknowledged that there are limitations with the current system and relying on photographs sent by patients is not ideal. The clinical triage system is in place for safety as call volumes are still very high. Extended opening hours would merely take provision from elsewhere in the schedule as the practice has a clinical capacity issue. Currently the practice is 20 sessions short per week. 15 sessions will be filled by August.

The e-consult system is now restricted to 2 hours in the mornings as the volume of requests was 400+ per week and typically 100+ calls to triage on a Monday morning. Despite these high numbers there have been no effect on calls made to the surgery. This is a National issue. This will be reviewed in 3 months.

Post Meeting Update: Patients who receive texts from practice will have received notification of changes to e-consult.

KY Shared the CCG Digital First Primary Care Consultation which is promoting the new NHS England app, e-consult, video consultation and the use of 111 website. Details to be shared with TM.

Post Meeting Update: Since the meeting, the practice have added details relating to NHS England app to the practice web site. [The NHS App FAQs \(limetreesurgery.nhs.uk\)](http://limetreesurgery.nhs.uk)

The PPG Network is currently collecting comments and feedback on local services and these can be emailed direct to KY at chair@limetreesurgeryppg.org.uk

5.0 Airmid UK online system by Josh Eaton (JE) IT Lead Lime Tree Surgery

5.1 Airmid is a new health app that helps you manage your appointments (currently not available during Covid lockdown), communications and repeat prescriptions and is available as a **mobile app** and can be downloaded from either Google Play or the Apple App Store – just search for **Airmid**. This app is connected to the practice TPP SystemOne system. Patients can obtain Covid19 information and link to NHS website (Health and Medicines A to Z).

Note: If anybody needs a copy of JE slide presentation please contact KY and he will forward them by e-mail.

An alternative is **NHS England app** ... not to get confused with the NHS Covid-19 app. Favoured by the West Sussex Clinical Commissioning Group (CCG) and UK Government, this app is also available to download from either Google Play or the App App Store. Like Airmid

it offers similar communication with TPP SystemOne system but will be the portal through which your Covid-19 vaccination status will be confirmed (i.e. future Covid-19 travel passport).

Like Airmid an Apple or Android smartphone or tablet is needed to download either of these app's but anyone who does not have this technology can also request printed forms to get them connected to the system. Furthermore, a pc can be used to download both apps.

5.2 How Do I Access These Airmid or NHS England App's?

Patients will be asked to create an NHS log-in on either app. Both apps will allow access to TPP SystemOne (e.g. for repeat prescription etc). If patients need personal medical data, then they will need to contact the surgery with photo ID or contact for a first password to TPP SystemOne. Once registered and connected patients will be able to access; allergies, current medications, immunisations and health conditions, test results, summary care records, order repeat medications and nominate a pharmacy, and access Covid vaccine status.

The UK Vaccination Passport, currently downloadable on NHS England app, may be needed for International travel, through airports and borders, but needs further clarification from the government. Unfortunately, a printed/written card, holding vaccination details, can be forged and so this is why this electronic system has been introduced.

As mentioned earlier in the meeting the NHS England app is the preferred choice but Airmid can still be used. SystemOne Online will still be available for patients to use and when safe to do so will be re-enabled to book appointments online. If patients need credentials from LTS to link the NHS app to Lime Tree Surgery, they can request this in writing via post or e-mail and the practice will send them to the patient via SMS text message or in the post.

There is an "often asked" questions section, about the NHS app page, on practice website - <https://www.limetreesurgery.nhs.uk/the-nhs-app-faqs>.

There is a useful "getting started" with the NHS app page from NHS digital which has a walkthrough on how to set up the app once you have downloaded it.

<https://www.nhs.uk/nhs-services/online-services/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>.

5.3 KY updated latest information from the CCG that anyone who is unable to access their vaccination status electronically can call 119 and request a paper copy. However, please allow 2 weeks for this to arrive.

Post Meeting: A printable copy of your vaccination details can be obtained on NHS England app.

JH said she had tried to get information from the surgery about this and staff seemed a bit confused on what to do. Also, that the font size on her phone seemed to obscure some text, JE will test this and feedback.

JE also confirmed that Lime Tree staff were being trained to handle these queries.

6.0 Update on Lime Tree Website

DH and JE are aiding with this and the website is still in development with other functionalities being added. KY asked if the very useful medication section would remain on the new website JE will check.

7.0 Does the PPG website need an update?

MG has confirmed that he is happy to continue being web master but equally happy to stand aside should somebody else wish to take over. KY asked for volunteers to form a Web Working Group. Emails to KY if interested.

8.0 AOB

8.1 RG asked if Skype would be used for consultations. TM explained that there are many security issues with Skype and that the AccuRX system is already in use. This requires the patient to have access to a phone or laptop with a camera. JS mentioned that his wife had tried to send photos for a consultation but had failed because the picture was not of a suitable quality.

8.2 Some staff pictures are missing from the practise website; DH is working on this.

8.3 PA asked again about diabetic drug free treatments and TM confirmed that Alice and Jo are arranging a workshop.

8.4 KY has attended 2 meetings of the WSPPG Network recently. There is a Healthwatch report on surgery web site which the practice has not yet received.

8.5 Concerns have been raised over new housing developments within West Sussex which do not include provision for primary care services (GP and dentist practices). Despite these being part of the original West Durrington development plans (site near Durrington Tesco's). CCG Public Involvement Manager, Tom Goodridge, is involved in consultation over this issue.

TM confirmed that he too had recently been in contact with Worthing Borough Council about this as the added residents puts further burden on existing services in the area.

8.6 KY and TM appealed for volunteer marshals to come forward and sign up for new vaccination clinics details published today.

9.0 Provisional date for next meeting Tuesday 20th July 1-2pm. It maybe possibly to hold the meeting F2F at Lime Tree Surgery.