

# White Lodge Medical Practice

## Patient Participation Group Meeting Minutes

**Date: Wednesday 13<sup>th</sup> January 2021 14:00; MS Teams**

1. Welcome and introductions - roll call - Welcome and Happy New Year. I hope you are all well; did any of you have a vaccine?
2. COVID-19 situation update - I am sure that you are conscious of the pressures the entire healthcare system is facing at the moment. Enfield wise in the last 7 days - 3791 people tested positive, 270 people infected daily. 62 people died in the last 7 days, and 327 admitted to the Royal Free. I have no data for NNUH - Nationally daily, over 500K cases

All North and Central London (NCL) CCG was moved to Level 5 Emergency Response -

*All non-essential work stopped to allow General Practice to cope with very significant, potentially overwhelming, demand relating to COVID-19, acute deterioration in long term conditions and new symptoms indicating potentially serious disease. Public messaging that General Practice is open but that a very restricted service is available.*

3. COVID-19 Vaccination update  
Vaccination is underway in three Local Vaccination sites at:
  - Carlton Surgery, 28 Tenniswood Road, Enfield EN1 3LL
  - Evergreen Surgery, Evergreen Primary Care Centre, 1 Smythe Close, Edmonton London N9 0TW
  - Winchmore Hill Practice, 808 Green Lanes, London N21 2SA.

Already 560 WL patients received a 1st dose of the vaccine. We mostly send patients to Evergreen and Carlton House. We are currently inviting group 4 - 70+ and clinically extremely vulnerable

We receive a large number of enquiries about the second dose:

To explain, the NHS is following new guidance from the Government's expert advisors, which says that prioritising the first dose for as many people as possible will save more lives.

As the Deputy Chief Medical Officer, Jonathan Van Tam, has said: *"The evidence clearly shows vaccinated individuals get almost complete protection after the first dose. Simply put, every time we vaccinate someone a second time, we are not vaccinating someone else for the first time. It means we are missing an opportunity to greatly reduce the chances of the most vulnerable people getting severely ill from Covid-19. If a family has two elderly grandparents and there are two vaccines available, it is better to give both 89 per cent than to give one 95 per cent protection with two quick doses, and the other grandparent no protection at all."*

4. WLMP – current issues update
  - a) New telephone system - helped us immensely with the surge of phone calls after the Tier 4 and subsequent lockdown were announced. 79371 phone calls answered. Prescription line not as easy to access as we would have hoped so. (there is always at least one member of staff allocated to man this line).

Pharmacy2U - postage issues – we will follow up

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- b) COVID-19 vaccination staff pressures - booking one patient takes between 4-10 minutes, which means that some of the receptionists who would usually be answering the phones are booking COVID-19 vaccinations - it causes delays. We are asking patients to understand and be patient, and we are answering all our calls.
  - c) Foundation doctors recalled from their placements – it reduced the number of appointments we can offer on the day and put some additional pressure on the GPs.
  - d) Investigations delays - limited availability at NMUH and Chase Farm - only accepting urgent and medication monitoring requests for bloods. Limited availability for urgent.
5. Update about the new premises - Chase - a delay caused by lockdown will affect the move but we are aiming to move this year.
6. Q&A
7. AOB
- A) Whitaker's shelter for patients waiting for the prescription - approved and coming up
  - B) Pneumonia vaccination - update 18th January
  - C) Covid-19 vaccination scam- be vigilant
  - D) Rehabilitation at St Michaels – we will check the status
  - E) Sara Jarvis on Jeremy Vine – interesting radio show