



SWL Integrated Urgent Care Patient Partnership Group

The UEC Patient Partnership Group (PPG) enables South West London (SWL) patients to effectively input to the provision, monitoring and commissioning of local UEC services.

Minutes

8 February | 2021

Date	Version/Notes	Author
11 February	V1 DRAFT	Nevena Hristova
12 February	V2	Paul Pegden Smith
7 April	V3 Logo updated, Surname added	Marize Harries

Held at 18:00 8 February 2021 - Virtual Meeting

Attended by:

Paul Pegden Smith – Chair	PPS
Paul Dong – Wandsworth	PD
Katie Hackett – Vocare	KH
Steven Pink – CEO SELDOC	SP
Richard Okerchiri - Merton	RO
Tim Hebditch - SELDOC	TH
Nevena Hristova - SELDOC	NH
Roy Simpson Vice Chair– Croydon	RS
Logie Lohendran - Merton	LL
Jatinder Bhuhi - SWL	JB
Launa Watson – Sutton	LW
Scotty McLeod – Kingston	SML
Anabel Claro Richmond	AC
Karen Birbeck – Croydon	KB
Apologies:	
Shaun Crinion – Vocare	SC

Paul Pegden Smith chaired the meeting and Nevena Hristova took the minutes.

	Agenda	Action
1	<p>Introduction and Apologies for absence</p> <p>PPS noted that the meeting was quorate with patient representatives from all 6 Boroughs present (see list above for apologies)</p>	
2	<p>Approval of Minutes from 9 November 2020</p> <p>The minutes from 9 November 2020 were approved.</p>	
3	<p>Action Log Update</p> <p>Please see updated action log for changes. JT had sent a couple of amendments of the ToR to PPS and the final version (attached) is for clearance by the next Quality Oversight Meeting</p>	PPS

<p>4</p>	<p>Provider Performance and Covid impact.</p> <p>KH and TH gave summary of the presentation with key points below.</p> <p>Performance and Service Update:</p> <p>Whilst early December was at a steady level, activity had markedly increased. During that period LAS also had issues with outbreaks in their offices so the rest of London providers were taking calls for them.</p> <ul style="list-style-type: none"> ➤ 70.08% calls answered in 60 seconds ➤ Both Vocare and SELDOC reached 100% in all 10 quality audit KPI's <p>PPS pointed out that the quality report is only up to November 2020. KH confirmed that she would circulate an update after the meeting.</p> <p>It was agreed that Chris Hollyoake, who is a clinical services manager for Vocare will be invited to those meetings so he can present the Quality report.</p> <p>TH gave activity and performance update on Seldoc for December 2020:</p> <ul style="list-style-type: none"> ➤ December 2020 call volumes have increased significantly above contracted activity levels, particularly the second half of the month ➤ SELDOC Covid-CAS activity increased by 50% overall from November to December ➤ SELDOC Out of Hours activity increased by 10% from November, with most of the increase between Christmas/New Year ➤ There was a significant decrease vis-a-vis prior years KH <p>PPS pointed out that some data provided (call data by CCG) was only up to September. KH confirmed that there was an error in the reporting and once it is backdated, she will send it to NH to circulate amongst members.</p> <p>KH pointed out that Vocare is working on new service developments:</p> <ul style="list-style-type: none"> ➤ Increased senior clinicians focused on validations and therefore booking into slots in ED and UTC's. - The senior clinicians and advanced practitioners have access to the senior clinician module reference. Working with Seldoc and extra CAS support launched last Thursday, extra senior clinicians focusing just on the validations. ➤ Mass vaccination in situ across Vocare and SELDOC staff. ➤ Direct booking into ED has been embedded in SWL - Vocare has access to direct bookings in all 4 EDs in SWL, the first provider to go live with all local hospital trusts. 	<p style="text-align: center;">KH</p> <p style="text-align: center;">KH and NH</p> <p style="text-align: center;">KH</p>
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	<p>➤ Vocare is working closely with the Trusts to make sure that all referrals are as appropriate as they can be.</p> <p>LL asked whether a patient should call back 111 if they have missed their call from a trust clinician. KH explained that they will need to do so, unless their condition deteriorates in which case the patient’s symptoms will need to be reassessed by a 111 clinician.</p> <p>Covid management presented by KH and TH with key points below:</p> <ul style="list-style-type: none"> ➤ Social distancing ➤ Wearing of masks ➤ Reduced number of staff on site ➤ All Home visiting cars are fitted with a screen ➤ All drivers and clinicians use a PPE which has been recommended by PHE ➤ Drivers have received refresher training by external HCAs ➤ Staff vaccination in place <p>KH explained that Vocare staff are getting vaccinated through their local councils by booking an appointment at a local centre. TH confirmed the same was in place for Seldoc non-clinical staff.</p> <p>LW asked TH about supporting primary care and extended access hubs. TH explained that at the end of December and beginning of January Seldoc supported the extended hubs with home visits due to the workload pressure.</p> <p>LL wanted to know whether staff are aware if a patient is Covid positive prior to a home visit. TH explained that this was not known and therefore PPE is used at all times.</p> <p>AC wanted to know whether clinical notes are sent safely? TH confirmed staff were using only using NHS accounts. AC asked whether vaccination of staff is monitored? KH and TH confirmed this is done by positive encouragement.</p>	
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<p>5</p>	<p>Area Patient Feedback</p> <p>PPS shared that above 80% of the over 80's and vulnerable people have been vaccinated, mostly with the Pfizer vaccine.</p> <p>LL noted that in Merton, a high proportion of the population were not taking the vaccination especially in Mitcham area.</p> <p>RS pointed out that Croydon is providing regular updates on Covid programmes. PPS confirmed that Richmond does this as well, LL mentioned that Merton have on call updates too.</p> <p>It was agreed that all Borough updates be circulated via email amongst PPG members via NH.</p>	<p>All and NH</p>
<p>6</p>	<p>Update on PPG Engagement Strategy</p> <p>SP confirmed that the draft webpage is now ready and shared with the two CCG contacts JB had provided, to make sure they were happy with content and linked in with other communications the CCGs might be doing.</p> <p>SP to ask CCG colleagues to agree the format, where it will be hosted and any CCG key messages needed. SP to chase response on this.</p> <p>SP pointed out there are some Information Governance issues as to where patients' information will be received.</p> <p>SP to remove the information "What 111 cannot do: Book you an appointment at an Emergency Department." from the webpage regarding the direct booking.</p>	<p>SP</p> <p>SP</p> <p>SP</p>
<p>7</p>	<p>AOB</p> <p>Rachel Page taking over from Katie Hackett on an Interim basis. The Chair thanked KH for her past help.</p>	
<p>DONM</p>	<p>Meeting ends 1900hrs</p> <p>Next meeting 6pm 12th April 2021 - Venue SELDOC Norbiton or Virtual media - TBC</p>	<p>PPS</p>