

**Our Place Wye: Conference call
Tuesday 15th September 2020**

Notes

Present

Jasper Bouverie
Eileen Burton
Linda Cross
Pat Marsh
Dave Martin
Sue Powell
Richard Sinden
Mary Stewart
Maria Stuttaford
Judith Timms
Amy Williams

Apologies

Christopher Bennett
Penny Haynes

What's happening now?

1. Health round up

Judith reported on the Surgery Flu jab arrangements:-

All patients that had been shielding were written to inviting them to contact the practice from **Thursday 10th September** to book an appointment for their vaccination between **21st and 25th September**, these patients have been informed these clinics will be held in a Marquee at the rear of the practice. Patients have also been told that all patients will have their temperatures taken on arrival and be expected to wear a face mask or covering.

Tuesday 8th September – small Marquee has been erected at the rear of the practice.

Wednesday 9th September – Patients aged 50 -64 years who are not a risk will receive the following text message:-

Please note that, if you are aged between 50 and 64 and not in a clinical at risk group, the earliest you will be offered a flu vaccination is November, providing there is sufficient vaccine. No appointments will be offered for people in this age group until then. This is to ensure that those who are most at risk are vaccinated first. If you are aged 50 to 64 and are in a clinical 'at risk' group which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited earlier.

Thursday 10th September – telephone bookings start for shielding patients who have been written to, only those patients who have be written to will be booked in.

Monday 14th September – all at risk patients who were not contacted as shielding patients and all patients over the age of 65 will receive a text message asking them to ring the practice to book an appointment for **Saturday 26th September**, these appointments will be in the practice. These patients have been told :-o Patients should not arrive too early for their appointment

- o Patients should come into the surgery alone, unless they rely on assistance.
- o All patients will have their temperatures taken on arrival, those with too high a temperature will be asked to go home and contact the Surgery the following week to re-arrange.
- o All patients will be required to wear a face mask or covering.
- o We will be operating a one way system in the practice please follow the signage and directions given by staff

Saturday 26th September – morning flu vaccination clinic for patients at risk or 65 years and above.

The surgery will then reassess and see how many patients still need to have their vaccination and how many vaccines they have left, see if they can obtain any more if needed. They will then look at offering additional clinics as needed.

Judith went on to inform the meeting that Jasper had been invited to speak at the next (virtual) PPG meeting on Tuesday 22nd September.

There was a discussion about the E-consult system prompted by Judith stating that it was estimated that some 5% of patients were not using/able to use the system. Points made included that the surgery had a contractual duty to offer face to face appointments, that there was concern that this system was being seen as “the solution long term” not temporary.

Maria reported that she had had very positive exchanges with Jill Hills who was “up to speed” on OPW and keen to engage.

2. **Richard’s round up**

Richard reported on recent activity which included liaising with Wye Parish Council about recent break ins to allotment sheds and equipment stolen. Also liaising with an older resident about a very high volume of nuisance calls, a dog walker who had been attacked by a dog; he had become involved with the incident (as reported on face book) of 2 children assaulted (social services now involved).

He referred to Lady J school reporting 97% attendance and all going well.

Linda raised the issue of Wye Junior football club chain locking the entrance to the field on Saturday mornings and highlighting that the footpath (very popular at that time) was less than a metre wide causing great concern for walkers. Richard highlighted this was a matter for the Parish Council also that the football club was concerned at dog walkers not “picking up” after their dogs.

3. **What's happening on the Facebook group Need to correspond with police and Peter New (Neighbourhood Watch) about 'appeals for information'**

Amy reported on the recent flurry of posting relating to the assault on 2 children and the decision to disallow posts and the resulting antagonistic exchanges due to the person concerned not understanding the rules and resulting in the thread being shut down. The

approach had been to advise that the matter to be taken up through the proper channels. (To avoid the face book page being used for “witch-hunts”).

4. The newsletter. October's content.

Amy had circulated proposed content for the October newsletter and highlighting that it had a Mental health profile to coincide with Mental Health Awareness day 10th October. She stated that the last newsletter delivery had not been too bad and had been delivered within a week however it was very messy. The delivery arrangements needed urgently reviewing. Eileen commented that in the past when payment had been made the delivery had not necessarily been that more effective nor efficient.

Sue commented on one aspect of the success of the newsletter was that there had been several people requesting welcome packs!

Richard suggested if there were space to include a thanks from one resident who had received support during lockdown and wished to thank volunteers.

There was some debate about involving younger people including the idea of a roving reporter from the school(s), this may be perhaps also with the scouts.

Maria commented that comments from the conversationaire indicated that the newsletter had considerable positive feedback. She highlighted the intention to have the “strapline” *you’re not on your own* to sign-post people to places for support.

Richard offered to write a piece on the shepherd pie recipe and also if possible notice of the community lunch/get together.

Action:-

- It was agreed to urgently review delivery arrangement options
- It was agreed to explore with head teachers the idea of roving reporter from the school and/or scouts.
- It was agreed to try to have a student perspective in the November issue.

5. The Coordinator’s report. The Conversationnaire. DBS. Changes to the website.

Maria reported that responses to date had been slow, there had been approximately 40 (31 + 9 OPW team members) Some 29 had indicated a wish to assist in some way (5 already had DBS checks 24 indicated a wish for DBS checks).

The next steps would be for Maria to contact them to ask how they wished to assist, and there was support for the approach to be along the lines of asking them what they were interested in, what skills and interests they had, (an asset based bottom up approach (asset based community development approach ABCD). The intention was to have a resource of people with DBS checks able to undertake roles which require them. It was acknowledged that some people did not wish to apply for a DBS check and wanted to assist with tasks that did not require them. Maria had been in contact with Jill Hills, ABC and KCC and they were enthused by the scenario of OPW having a DBS checked resource.

There was discussion about the concern of encouraging people to come forward to volunteer and raise expectations but there were not tasks for them to undertake and so lose

the impetus and disappoint. Maria acknowledged the concern however she was working to ensure that volunteers were supported and prepared for roles in the interests of keeping everybody safe (including ensuring appropriate training is provided). At the moment with a possibility of a second wave it seemed prudent to make these preparations.

There was discussion about the need to update the website and provide information and guidance.

Action:-

- It was agreed to update the website with Marias amendments.

6. Finance report.

It was reported that Eileen had agreed to undertake a Finance role for OPW and would take over on 1st October; she and Dave had had a productive handover session in preparation. It was also reported that Pat would be undertaking the secretarial role as from 1st October and had also had a productive handover session with Dave.

Action:-

- It was agreed to prepare a financial statement for the next meeting.

The future

7. The sensory garden. Any further progress? Any chance of a digging rota?

Richard drew attention to his concern as to his availability in the coming weeks; he could well be off for 8/10 weeks due to treatment for his back.

He was hoping that the site could be cleared before winter and obviously although keen to get volunteers it was imperative to keep everybody safe. Mary offered her help and Jasper offered to be Richard's second.

8. The community lunch. Any more feedback from the diners?

Richard reported that he had been contacting diners over the weeks and had a template of questions he asked them: -

If it were safe to return would they be interested in returning?

Would they be happy with pre-prepared food?

Would they be happy with "homemade food" rather than caterers?

If it were merely a get together with tea/coffee would they be interested in attending?

Would they require transport to get to any gathering?

Overall there had been a very good response.

There was discussion as to some form of community diners "get-together" on a limited basis say four people in relays to have coffee/tea in the Hal or more likely the pavilion.

- **Action:-** Richard to explore arranging a community lunch “get together” soon.

9. The Bright Ideas project - We are considering making an application to Power to Change for £10,000/15,000. Before we do so however, we need to identify:

Jasper introduced the item reporting that he had been in contact with Helen.

There was considerable discussion including anxiety taking on a commitment, understanding the nature and responsibility of the feasibility study and whether OPW was “ready” or had the capacity etc.

Jasper reported that he had confirmed with Helen that he was prepared to lead on the project and front up the scheme between OPW and Power to Change; he referred to the current experience of OPW managing both Amy and Maria and there being a strong OPW team.

Helen had asked for a definition of social care which Mary had then provided her view. Also Jasper proposed that the feasibility not be too focused on developing a multi stakeholder social care cooperative.

Action:-

- It was agreed to proceed, Jasper being the lead for the time being.

10. The way forward with the surgery

It was reported that the next step was Jasper meeting the Surgery at the PG meeting on 22nd September; Helen Goodman the practice manager would be present as well as one of the partners. There was a brief discussion Maria pointing out the roles and responsibilities of the surgery – it was their role to engage with the 5% not using the e-consult scheme. Judith suggested that Maria attend a surgery meeting soon.

11. Reaching out to other groups in the community. Making the notes of the meeting available online.

There was a discussion about mechanisms to make changes to the website content. It was noted there were several changes to make, management amendments, Covid 19 guidance, the posting of OPW notes etc. All changes at the moment went via Len and although it took him minutes to amend the site it wasn’t clear if this was still the easiest and cost-effective option on a regular basis.

Action:-

- It was agreed that Eileen contact Len to discuss best way forward and estimate of costs.
- It was agreed that Jasper and Maria liaise with regard to the proposed posting of Covid 19 advice and guidance.

12. **Any other business**

There was none.

13. **When (and how) to meet again?**

It was agreed to meet next on Tuesday 29th September. 10 am.