

PPG Meeting Minutes
Tuesday 12th July 2022

In Attendance:

Clive Jones
Clare Sampson
Vicky Arora
Dr Annabel Jones

Bryan Pasley
Maureen Davies
Margaret Yorke
Maureen Pardoe
David Hopkins
Margaret Hopkins
Helen Clifton
Sue Churchill
Ann Fidling

Via Microsoft Teams:

Peter Assheton
Patrick Heywood
Helen Holyoak

Minutes taken by:

Jo Morton
Keely Hennessey

Agenda No.	Agenda Item	Action
1.	<p><u>Welcome</u></p> <p>It has been over 2 years since we have been able to hold a PPG meeting (last meeting March 2020) due to Covid, so it is lovely to be able to welcome everyone back into the surgery.</p>	
2.	<p><u>Practice Update</u></p> <p><u>Staff Update</u></p> <p>Dr Iain Bailey and Dr Harriet Williamson left our practice in June 2021. Dr Patricia McCully joined in February 2021 to cover maternity leave and has become a permanent member of our GP team. Dr Sarah Aston joined in July 2021 Dr Florence Amey joined in August 2021 – She had worked here for the year previously as a GP Trainee under the supervision of Dr Williamson. Dr Sophia Khan joined in September 2021 and is currently on maternity leave. We have also had two well deserved retirements – Dr Paula Davis in Dec 2021 and Dr Stephen Kaye in March 2022.</p> <p>We welcomed Amanda Doyle-Latham to our team in March 2020 and she is currently</p>	

completing her university course to progress her career from Practice Nurse to Nurse Practitioner.

Emily Stokes will be leaving the practice in August 2022 due to relocating. We wish her all the best and we are currently recruiting.

Gareth Malson joined in August 2020 and Sam Regan joined in January 2021.

The Management Team and Admin Team have also continued to evolve during the last two years.

Upgraded Telephone System

The GP Partners were well aware of the issues patients were experiencing getting through to the practice and the frustration this causes. Therefore, they made the financial investment to upgrade our telephone system to a cloud-based system. This means that we have more phone lines to ensure patients can call in and Clinicians can still call out. We have a call back facility, which has received very positive feedback from patients as it enables them to get on with their morning, whilst retaining their place in the queue. We have also asked patients who are calling with a general enquiry and not for an appointment to call after 10am. Thus, freeing up more lines for those needing an appointment and calling from 8am.

In the National Patient Survey in 2021, one of the main areas for us to improve on was the ease of getting through on the phone and we hope that by making this investment, we have been able to achieve this.

Comments:

- Overwhelming support for the new system, much more user friendly.
- The ring back service message is long and sometimes people are hanging up before the end thinking that they have arranged their call back – can this system be amended? We do highlight at the start of the message for the ring back service that you must listen all the way through.
- Appointment time shown on the system for telephone consultation vs. the actual time of the telephone consultation. Sadly, we need to have an appointment time however the call cannot always be made exactly at that time – we do advise this when speaking to patients and on patient access, but the text message reminders have the specific time.

Appointment Access – Online Consult/Telephone Consultation/Face to Face Consultations.

Another area for improvement on the patient survey was for patients to be offered a choice of appointment and be able to see or speak to their preferred GP. We have worked hard throughout the pandemic (and since) to offer a wide range of appointments and continue to see patients face to face where safe to do so. At no point during the pandemic did we stop seeing patients F2F if needed. The clinicians would arrange these appointments directly once speaking to the patient.

Practice Nurse consults for important screening continued such as Cervical Smears.

To continue to learn from the changes we had to make during the covid pandemic, we asked patients to complete a survey in relation to our consultation methods.

11% of patients wanted a continuation of clinical triage telephone/video consultation with face to face appointments provided based on clinical need.

44% of patients wanted a greater proportion of face to face and pre-booked appointments without clinical triage.

45% of patients wanted a combination of clinical triage, telephone/video/online consultation and bookable face to face and pre-booked appointments without clinical triage. This is an approach tailored to meet patient needs and best use of practice resource.

We listened to our patients and we have continued to review and adjust our access as we have made our way out of the pandemic.

- Patients can currently access appointments online for a telephone call with a GP, appointment with a Nurse Prescriber and blood tests.
- Online consultations (link on our website) are available in which a clinician or admin team member will respond within 2 working days
- Telephone consultations – These remain particularly beneficial for those patients who may be working or those that have already seen the GP but just need to follow up/discuss results etc.
- Face to Face consultations – Patients are offered the option of a face-to-face appointment if that is their preferred choice.
- From October 2022, Enhanced Access (appointments in the evenings/weekends) will come back to Practices. This will be shared across our Primary Care Network. As it stands, Enhanced Access will be based at Boughton Health Centre on a Tuesday evening.

Additional Services – Community Pharmacy/Physio First/Mental Health First/Social Prescribing Link Worker

Within practice we now have an ever-growing clinical team which comprises of other specialities besides GPs and Nurses.

- Clinical Pharmacists – If a patient wishes to review their medication an appointment will be offered with one of our clinical pharmacists as they are an expert in this field.
- Physio First – This is an assessment service for people who have a musculoskeletal problem such as: back or neck pain, sprains or strains, sports injuries and joint or muscle pain. Appointments can be booked directly via reception, without the need to see a GP.
- Mental Health First – This offers a counselling service for patients with low level mental distress, mild depression and anxiety. A referral from a clinician is needed for this service.
- Social Prescribing Link Worker – We have a SPLW based in the Practice one day per week. She also works in the other Practices in our PCN (Upton Village Surgery/Park Medical Centre/Heath Lane Medical Centre). This service is aimed at patients who are reacting to situational stress or crisis for example housing problems, financial stressors. They can put you in touch with voluntary sector groups to support with isolation etc.
- Community Pharmacy – Our colleagues within community pharmacy have a wealth of experience and can support patients in treating a wide range of minor ailments. The receptionist can send a referral through to the Pharmacy for you and the Pharmacist will get in contact with you directly.

3.	<p><u>Consulting Room Expansion – How we are utilising previous community space within the Practice?</u></p> <p>The practice liaised with Cheshire and Wirral Partnership over a 12-month period to gain the space back that they had utilised in the building since 1992. The purpose of this was to enable us to reutilise this space within the practice to provide additional primary care services for our increasing practice population.</p> <p>To help support the directing of patients we have named that area of the practice the yellow zone and the main area of the practice is the green zone – Dementia friendly colours.</p> <p>Services such as dressings clinics, minor surgery, contraception clinics, physiotherapy, mental health counselling and social prescribing/wellbeing are now utilising this space.</p>	
4.	<p><u>Open forum / questions</u></p> <p>CQC inspection update – we passed the telephone audit which means the CQC do not feel they need to inspect us in person currently, which is a fantastic reflection on how we are working as a practice.</p> <p>Practice Newsletter - Really good and informative, however concerns over the circulation. Patients must ‘opt in’ for the newsletter when registering, or they can sign up on the website – there is a link on the front page. We also publish the newsletter on Facebook and have a laminated copy on the noticeboard and paper copies at the front desk. How are we reaching the housebound / non-computer savvy patients? Could we leave copies at local community hotspots? Deputy Operations Manager to look into this.</p> <p>PPG “listening table” in the waiting room with a couple of members of the PPG to speak to patients and promote services such as Carer’s Trust, the newsletter, the enhanced services, NHS app/Patient Access app. Would be good to be hold some of these sessions during after-school hours to encourage and engage with a younger audience also. We hope to create a Youth PPG group to work with the main PPG group, thus enabling a greater representation of our whole practice population.</p> <p>All members were keen for this; therefore Clive Jones (PPG Chair) and Clare Sampson (Operations Manager) will arrange.</p> <p>With the new dementia care home opening on City Road, it was queried whether we would be expected to take on these patients. Dr Annabel Jones explained how a central care-home practice has been created which is based at the Fountains building and looks after all the care homes in the area.</p>	
	<p><u>New Integrated Care System - The Kings Fund Video – How does the NHS in England work and how is it changing?</u></p> <p>Click here for video.</p> <p>Our integrated care system is Cheshire and Merseyside (there are 9 Places within this – we are Cheshire West Place, which is our local authority boundary also)</p>	
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