

Patient Participation Group (PPG)

MINUTES 02.11.2022 @5pm

Present:

Georgina McNicholas Practice Manager

Mr Kevin Sharkey PPG Chair

PPG

M.Bobby T.Duncan P.Edwards H.Koffman S.Koffman M.Muir G.Nelson B.Percival A.Smailes
C.Snowdon S.Stewart V.Till S.Wilding J.Williams

Welcome and introductions done by Georgina McNicholas & Mr Sharkey

About the PPG – Georgina McNicholas

Georgina went over the general guidance of a PPG, what the role is and why we as a practice need to have one (see attached guidance given out with the agenda)



Why does a practice need a PPG.

Current Staffing – Georgina McNicholas

Georgina explained the current structure of the staff at Church Road and that we are currently training 4 registrars. She explained about Church Road having to close the patient lists for 6 months this year in order for us to re-structure the staff, and give us time to employ a Salaried GP, unfortunately we were unable to employ a GP at this time. A PPG member asked what we had done to ease the pressures on the GPs. Georgina explained that we have trained admin staff on reading the hospital letters and coding the patient notes, GPs will then only process the letters they need to action. We have also trained up a staff member to do prescription, she does all the queries with any requests, for example, 'why is a patent ordering early' 'bringing scripts in line so not multiple orders each month for different items' – this has saved GP time when signing the scripts. It is work in progress and we as a practice are always looking for ways to streamline processes to release the burden on GPs and the practice team.

GPs are now offering more Face to Face appointments, but still offering phone calls and eConsults as a lot of patients still prefer to use these. We persistently monitor the rotas each week to meet the current demand of patients as best as we can provide.

Integrated Care Boards / PCNs – Georgina McNicholas

Georgina described the hierarchy of the NHS England – Integrated Care Boards (previously CCGs) – PCNs – Practices. We are part of ARNO PCN and share a lot of service with North Coast PCN.

Extended Access Appointments – Georgina McNicholas

Georgina told the group that as from the 1st October we no longer offer extended hours appointments with the GPs except for the nurse on a Monday as these are always booked, mainly by patients that need late appointments due to work commitments. The extended hours will now be available at Miriam Medical Centre and can be booked if needed through the reception at Church Road. These are provided for late evening and of a weekend, however there are a limited number of appointments.

Access to records – Georgina McNicholas

Georgina told the group about the new online service in that all patients will have access to their medical records via the NHS App/Online services. This will be available from the 30th November.

Decorating – Georgina McNicholas

Georgina told the group the Church Road half of the building will be getting decorated over the next few weekends, we have been in the building for 10 years and the group agreed it was overdue.

Protected Learning Time – Georgina McNicholas

Georgina explained to the group that PLT sessions have started back up again for the full practice team and no longer just for the Clinicians. This is so staff can take on essential training. It is usually once a month and the surgery is closed from 1pm-5pm, although no clinicians will be available from 1pm as NHS 111 cover for us to close. One member raised that this must be a lot of pressure on 111/walk in centres/A&E, Georgina explained that it is, but practices try to sort out any urgent patient queries/issues in the morning time, this hopefully ensures that anyone contacting 111 will be requiring urgent medical attention that cannot wait for the GP the next morning. The next PLT is 24th November 2022.

A.O.B

1) Member spoke about the lack of confidentiality in reception, the waiting room is very close to the queue and patients can hear everything being said. Georgina explained that this was difficult and understood his concerns, she will discuss with GPs whilst the waiting room is getting decorated it may be that we can arrange the chairs differently and turn up the TVs that promote current NHS campaigns. It was also suggested that a 'wait here until called' sign is put up to stop patients queuing so close together whilst waiting for reception.

2) A member raised a query about the hospital MSK system, Georgina said she would look into as unsure what happened with this as was part of the GP Fed and was not working here at that time. Kevin Sharkey explained in more detail and Georgina will find out if it is reforming within the PCNs. Mr Sharkey has been in touch with the ICB and had the following reply: ***The MSK Integrated Triage Service is in the final year of its contract with the contract coming to an end on 30th June 2023.***

Discussions are on-going in terms of the future commission, with finance being a key area. Redesign work is on-going in pain management, this will provide for greater capacity and a multi-disciplinary approach to patient management. In addition the service is looking to make more links to community services to enhance the patient offer across the whole pathway.

Rheumatology has seen some changes in consultants, and we are requesting a service review to enhance service outcomes.

Vicky Shelley has now left the service and has been replaced by Dave Massey who previously managed a similar service at Wrexham Hospital.

In addition to local work, there is now a Cheshire and Merseyside group to share innovation and best practice, potentially also options to roll out some aspects regionally e.g. an |MSK app.

3) A member asked about the home visit process and would they be refused. Georgina explained that any requests are seen by the GP and the GP would decide if appropriate for a visit. Member happy with explanation.

4) A member asked about the new Ear Irrigation Service and is it only available at West Kirby as that was where her appt was. Georgina Explained that it is a Wirral Wide Service and also available at Miriam but will clarify and feedback where else the clinics are held, and if this can be put on the referral form as a tick box as to where patients want to be seen. ***Georgina checked with the Ear Irrigation service, and they currently only hold clinics in Earlston & Seabank Medical Centre Wallasey and Miriam Medical Centre in Birkenhead. There are currently no plans to hold clinics elsewhere, I have however put a request in for more local clinics.***

4) A discussion amongst members about the Church Road Website and what was available, Georgina explained that we do need to promote it more as a lot of self-help guidance, and what services are available for patients. It was suggested that a patient leaflet is developed to promote these services also as a lot of patients do not use computers, this should incorporate the details about walk in centres/111 /opening hours/how to request scripts. It was also suggested that we ask the chemist if these leaflets can be put with patients' prescriptions when being delivered as likely these are housebound patients who are not aware of services available. – ***Georgina is working with the admin team to develop a leaflet for patients.***

The next meeting is to be arranged for the beginning of February