

Cornerways Medical Centre

Patient Participation Group Meeting

Thursday 17th December 2020

Zoom Virtual Meeting

Present:



PPG Member (JR)
 PPG Member (KM)
 PPG Member (CM)
 PPG Member (AM)
 Group Comms (BOM)
 Practice Manager (JC)

Apologies:



PPG Member (BW)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked them for their time.
Apologies for absence	Apologies from BW, he sends his wishes and hopes everyone has a lovely Christmas.
COVID-19 – Vaccination Update	<p>BOM provided an update in regards to COVID-19 vaccination programme in Knowsley.</p> <p>BOM explained how vaccinations started on Tuesday 15th December from Huyton One Stop Shop. There are 3 sites across Knowsley offering the vaccination which are Huyton One Stop Shop, Kirkby One Stop Shop and The Hollies in Halewood.</p> <p>KM asked if staff can explain that it is in the council building in Huyton One Stop Shop to avoid confusion. BOM says she will tell staff to communicate this to patients when booked in.</p> <p>BOM explained that patients aged 80+ are being invited for the vaccine first and we are working through a list based on most vulnerable first and then all patients aged 80+. The vaccination sites only have a limited number of vaccines available which is 975 for this week and following week then we have no confirmation of numbers for the first week of January. This is something we have no control over as we do not order the vaccines ourselves as it is a borough wide programme. We are allocated vaccines and appointments based on patient population percentage.</p>

	<p>JR asked if all patients aged over 80 guaranteed a vaccine.</p> <p>JC confirmed patients over 80 will be offered vaccine however as we only get a percentage of vaccinations it might take some time and we are asking patients to please be patient as they will be invited in due course. JC says the phone lines have been bombarded with COVID-19 vaccine related queries as expected due to recent news coverage. JC explained that the practice is not responsible for booking these appointments it is a central hub call and recall team and patients will be contacted by the hub for a vaccine. The practice admin team do not book appointments for the COVID-19 vaccination as this sits with the call and recall team.</p> <p>BOM touched on JR's question of vaccines being guaranteed and explained that this is dependent upon the number of vaccines are delivered we get allocated. We haven't had any confirmation of numbers for first week in Jan and we have no control of this unfortunately so as JC said patients must be patient as we are doing all we can. JC says for example if there are 1000 vaccines available we might be allocated around 40 out of these 1000 so it isn't large numbers we are working with. BOM says this might change once we have a second vaccine that isn't from Pfizer but we have limited information on this and keep patients informed of everything we do know.</p> <p>CM advised a lot of patients might think they can just turn up to GP practice for a vaccine but this is not the case.</p> <p>BOM says there is an article that has been uploaded to the website with all information necessary and shared to social media.</p>
Online Registrations Enabled	<p>BOM advised of a new online feature whereby new patients can register directly through the practice website. Patients can still come in and fill in a form to register as before but online registration is now available.</p>
AOB	<p>CM asked how the practice staff are coping in terms of mental health?</p> <p>JC says we have a fantastic team at Cornerways and everyone is keeping well at the moment. The practice has had a Christmas jumper day today followed by secret santa this evening so everyone is happy at present.</p> <p>eConsult</p> <p>JR raised an issue as she had been contacted in relation to an eConsult which was completed by a patient. The patient completed eConsult on Tuesday in relation to mental health and was told by a member of staff that the practice don't offer face to face appointments anymore. The patient was issued a fit note and did not get to see a GP.</p> <p>JC says this should not be the case as we have clinicians offering face to face appointments and have been / are booked up with face to face appointments every day.</p>

	<p>BOM asked JR if the patient was happy to provide their number they called the practice on so we can listen to the call to investigate what has happened.</p> <p>JR agreed.</p> <p>JR raised another issue with repeat medications not being dispensed due to a weight check being required for drug to be administered.</p> <p>JC offered to investigate the matter as this shouldn't have been missed. BOM asked JC to provide details on what should have happened in this scenario.</p> <p>JC says the prescribing GP should have tasked an admin member of staff to book patient in with the Healthcare Assistant and will look into this further to rectify. JC advised we do have some newer members of staff but they should know the process and will follow up with the team.</p> <p>JR explained she is not trying to beat up staff and she understands how hard it is to when training staff things can be forgotten. JR says 99% of the time over the past 9 months her personal experience at the practice has been excellent but admits that when there has been a let-down this is remembered more than the positive experiences.</p> <p>BOM says we are able to learn from mistakes and that is what helps us improve as a practice so it is important to mention these instances so we can grow.</p> <p>JC thanks JR for her comments about her good experiences and hopes that members have seen an improvement over the past year in terms of continuity of care and more and she is proud of the team as they work so hard.</p> <p>JR asked what GPs do we currently have at the practice?</p> <p>JC advised the GPs are as follows: Dr Ogeese – female Dr Aeioanei – female Dr Messing – Male Kayad – Advanced nurse practitioner Dr Laverty – will be our regular locum GP</p>
PPG action plan	<p>For next meeting BOM would like members to think of any actions for PPG to lead on. BOM explained how Coronavirus has meant that we are limited in terms of physical work we can do but would like to work on the action plan for next year to get the PPG involved in some projects. BOM would like members to think of any areas they are interested in working on to improve or any actions they believe would be beneficial.</p> <p>BOM understands nothing will be done over the coming weeks due to</p>

	Christmas period but would like to start a PPG led improvement plan for next year. All members agreed.
Date and time of next meeting	Date: Thursday 25 th February Time: 5pm Location: Virtual Zoom Meeting