

Cornerways Medical Centre

Patient Participation Group Meeting

Thursday 4th March 2021

Zoom Virtual Meeting

Present:



PPG Member (KM)
 PPG Member (CM)
 PPG Member (AM)
 Group Comms (BOM)

Apologies:



PPG Member (BW)
 PPG Member (JR)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked them for their time.
Apologies for absence	Apologies from JR / BW & AM (deputy practice manager).
Staff Update	BOM provided a brief update on staffing at the practice. CMC has a new operations manager CL (female). CL has lots of experience in primary care and we are very glad to have her on board. CL will be assisting practice managers in managing operations across Cornerways, Bluebell and Dr Maassarani & Partners. BOM confirmed she has invited CL to attend the next PPG to introduce herself and provide an update.
CQC	<p>BOM advised CMC had a remote CQC visit known as a Transitional Monitoring Assessment on 5th January 2021. This visit was slightly different to the usual CQC inspection which is usually face to face. Due to COVID-19 pandemic this visit took place remotely but is still very thorough in all aspects of the assessment. BOM advised that on the whole this CQC was positive and the CQC are satisfied with how the practice is operating at present. The main points to focus on concern patient experience. The CQC noticed that the practice has a mix of reviews on our online platforms and we must ensure engage patients to share the positive experiences. CQC suggested working with PPG to promote positive experiences at the practice. BOM will come onto how the PPG could help in our action plan agenda item.</p> <p>KM mentioned some issues with medications being sent over via the hospitals and the delays it can take for letters to come through to the GP</p>

	<p>practice. BOM says there can be delays with this and this has been the case for a long time.</p>
COVID-19 vaccination programme	<p>BOM updated members that the local COVID-19 vaccination programme is in full swing and we are currently inviting patients aged 65+ and those who are aged 16-65 with underlying health conditions. This cohort is groups 1-6 and we will shortly be moving onto group 7 which is those aged 60+. BOM is aware that NHS England / UK government have been inviting those aged 60+ already to attend the mass vaccination sites as AM did receive a letter and managed to book into a hub in St Helens. AM advised she did want a local clinic but thought it better be done sooner rather than later.</p> <p>BOM said we are so proud of our staff for their hard work, they are all working under such pressure and many of them dedicating their weekends to be able to get patients booked in for their vaccination. KM offered to write a letter of thanks to the staff for their hard work as it is very appreciated.</p> <p>CM asked if we have had any word of a COVID-19 passport. KM says there is some information being shared that we will potentially have this to display on a digital app as proof of receiving. KM raised this with Mersey Ferries and they confirmed they will be asking are you COVID-19 free or have you had COVID-19 vaccination so can see this happening globally for things like travelling and attending certain places. BOM advised we have had no communication of this within primary care but we are conscious that it is a possibility. The practice is conscious that if a COVID-19 passport is required to travel, demand is going to significantly increase on patients wanting testing / vaccinations.</p> <p>CM asked if the COVID-19 vaccination hubs are volunteer led / NHS staff led. BOM confirmed that hubs have both NHS staff and volunteers working at the sites. Volunteers would do tasks such as door marshalling and NHS staff will be signing patients in for their appointments and vaccinating. Army medics have also been supporting with vaccinating at hubs. All practices across Knowsley are required to provide staff for the hubs and Knowsley CCG have been recruiting volunteers.</p>
AOB	None to discuss
PPG action plan	<p>BOM explained how she has launched PPG sub groups at our other practices which focus on 'patient experience'. BOM advised as part of this sub group, PPG members were willing to call patients on behalf of the surgery to gather feedback on areas such as COVID-19. BOM asked if anybody would be willing to do the same for Cornerways patients. KM and CM agreed to assist. BOM told members she has put a script together which needs approving before we can go ahead. We will then need to get relevant documents signed to go ahead with group. BOM will be in touch soon to go through and also organise training on how to make telephone calls etc.</p>
Date and time of next	<p>Date: Thursday 13th May</p> <p>Time: 5pm</p>

meeting	Location: Virtual Zoom Meeting
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