

Cornerways Medical Centre

Patient Participation Group Meeting

Wednesday 28th July 2021

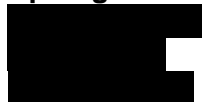
Face to face meeting

Present:



PPG Member (KM)
 PPG Member (AM)
 PPG Member (CM)
 PPG Member (SD)
 Group Comms (BOM)
 Practice Manager (KJ)

Apologies:



PPG Member (BW)
 PPG Member (JR)
 PPG Member (OC)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked them for their time. BOM introduced new member SD and explained how PPG operate and provided terms of reference to be signed.
Apologies for absence	Apologies from JR / BW / OC (new member)
Practice Update	<p>Practice Manager Update</p> <p>KJ advised the group there had been a lot of change since the last meeting. We now have a new pharmacist James on board, he is with us 1 hr per day Mon-Thurs and all day on Friday. All prescription queries have seen a big improvement since James has come on board and he is a great asset to the team.</p> <p>There have been a few changes within the administration team. A couple of staff members have left due to work closer to home and therefore we have recruited some new team members, who are currently receiving training and settling in well. We have a new female advanced nurse practitioner starting from 6th September from 8am-6:30pm 4 days per week meaning there will be a big increase in clinical capacity which is good news.</p>

We have had lots of patient feedback around eConsult. We have sat around a table with our clinicians and management to discuss this. We understand not 1 size fits all in primary care and we have decided to remodel the clinical system. We have made the decision to close eConsult for clinical queries and for the system to facilitate administration queries only.

KM says patients have experienced blocks with coughs and Coronavirus with eConsult. i.e. patients experiencing coughs have been unable to access care as it automatically pops up COVID-19 and does not allow them to go any further. KJ understands this has been an issue.

KJ advised we are going back to pre-covid-19 to call up at 8am however we will be offering telephone triage with a clinician who will then decide upon the next best steps i.e. face to face appointment, telephone consultation or video consultation. KJ says there is a backlog of about 1 week currently however any sick note requests will be backdated.

AM experienced issues of clinician calling twice but unable to answer phone due to work hours. KJ advised patients should state a best time to call due to work hours and our team will try our best to accommodate as we do have early workers clinics available.

CM asked when this change will be implemented and how the practice plan to phase this in?

KJ explained we do not have a solid date in place for this to be actioned, but patients will be informed of the changes beforehand. KJ says there will be x amount of slots for telephone triage, x amount of slots for sick notes, practice nurse appointments and hoping to have this input as soon as possible. BOM advised we will communicate with patients via SMS or letter to advise of changes.

SD asked about prescribing late in the day when chemists are shut. KJ advised that clinicians can send a prescription to an alternate pharmacy but the patient must be mindful of this and state this during the consultation. Clinicians will be reminded that consultations after 6pm patients nominated pharmacies may not be open.

KM expressed his compliments to KJ who is doing a fantastic job at Cornerways as the practice manager.

AM asked when patients are invited for cervical screening / annual reviews. BOM advised we have a dedicated call and recall team who look after this area. Patients are usually invited around their birthday.

COVID-19 vaccinations

BOM updated members that the covid-19 vaccination programme is going very well across the nation. Patients aged 18+ are now eligible for a vaccine. The knowsley vaccine hub in hollies hall has now come to an end as patients aged 50+ have now either received both dose of vaccine or have been invited multiple times without contact. Anyone yet to have a vaccine now must book via the national programme online or by calling 119.

Knowsley CCG have scheduled a series of pop up vaccine buses and clinics which will be communicated to patients around the time.

The next buses will take place at:

The Withens Stockbridge Village – 1st Aug 2021 10am-4pm
Terminus Road (Opposite Cornerways) – 23rd Aug 2021 10am-4pm
Terminus Road (Opposite Cornerways) – 24th Aug 2021 10am-4pm
The Withens Stockbridge Village – 28th Aug 2021 10am-4pm

CM asked where is our local testing centre? BOM advised that uytton village has a testing centre where patients can walk in or book a slot online. However, patients should visit the gov website to check beforehand.

KM asked if there has been any advance on children receiving the vaccine? BOM and KJ advised we have not received any communication or confirmation of this yet.

CM asked are they only giving a certain vaccine to particular cohorts? BOM says they are only offering Pfizer for any first vaccination of patients younger than 40yrs.

AM asked if and when a booster vaccine will take place? BOM says we have received guidance that this is likely to take place during flu season and it is likely that the flu and covid-19 vaccine will need to take place at least 1 week apart however this has not been confirmed and we will await further confirmation from NHS England.

National Patient Data Opt Out

	<p>NHS England plans to share patient data for research and planning purposes unless patients have opted out. This can be done online or by completing a form and handed back into the practice. No official deadline has been specified from NHS England as to when patients should opt out by if they wish to do so. There was a deadline of September 2021, but this has now been removed and there is no longer a set deadline as yet. Patients will be informed when a deadline is set by NHS England.</p>
AOB	<p>My mHealth</p> <p>BOM advised a text message has been sent to patients today promoting a self-help app called my M health for patients with asthma, COPD, Heart disease or diabetes. This app is free to our patients. 1,814 SMS messages will be sent today to patients with the above conditions. The app will help patients with these conditions manage their condition better.</p> <p>Medications</p> <p>AM expressed concerns over items being missing from prescriptions. KJ advised that sometimes medication is rejected by clinical team. Should this be the case we have now set up an SMS template which will be sent to patients should any medication be rejected. This is because in the past clinicians have rejected medications without any reason given and our admin team have not been able to communicate this to patients which causes frustration and anxiety. Usually it is a case of needing some blood tests, bp check, weight check to continue the medication.</p>
Date and time of next meeting	<p>Date: Wednesday 13th October Time: 4:30pm Location: Cornerways Medical Centre (face to face)</p>