**PPG MEETING – 31.10.2022**

**Minutes**

**Attendees – Helen Moody, Brian Griffiths, Patricia Hetherington, Mohamed Hussain, Christine Phillips**

**Chair - Practice Manager – Jane Mason (JM)**

Patient Survey - In light of National Patient Survey carried out prior to changes we are going to conduct a further survey – using the same questions to get a true reflection of patient feedback following services improvements/changes

Update on practice changes, online booking, phone lines, expected changes to phone providers ( sept/Oct), Website needs to be updated.

Numbers of calls being answered continues to improve.

Violence & Aggression – staff have completed training and we continue to operate a zero tolerance approach towards staff and patients at the practice. Reviewing the need for continuing security measures. The PPG complemented the reception team on their resilience and it was acknowledged the challenges they face.

Friends & Family test has been rolled out and questionnaires are available for staff complete following their GP appointments.

Integration with UHB – we continue to review internal practice and to align these with the visions and values of UHB. We are reviewing all practices policies and procedures to ensure that we are compliant

ICB /CCG changes – ICB is now implemented, the CCG has now moved to ICB

CQC preparation – We anticipate a review in the coming months and as a practice we are working tirelessly to prepare for this. This is a large piece of work but the team are working well together to achieve a positive outcome.

The CQC inspection will cover 5 domains, Safe, Effective, Well-Led, Caring and Responsive.

15 steps - encouraging further feedback from the PPG so that we can obtain real time feedback form our service users. Thanks to those who have returned theirs.

Flu Vaccination program has begun and we saw a good uptake initially but we continue to encourage patients to book in for their vaccinations. We run clinics every Thursday, Fri and adhoc Saturday. We discussed the importance of trying to use your GP services for vaccination if possible.

Pts Online access to medical records – rolling out shortly via the App but risk assessments are to be carried out prior to switch on. This is still being considered with NHS digital and the Local Medical Committee to ensure that information is shared in a safe and controlled way to ensure no harm or distress is caused to patients.

Online appointments are now accessible and we are seeing an increase in people utilising this service, we look to increase our online capacity by March 2023

PPG experience and feedback/booking appts/staff

The PPG group had enquired in relation to Procedures of low clinical value and services that used to be available at the practice but are no longer available such as ear syringing. JM advised the PPG that these are guidelines set by NHS. We discussed that we are working with some GP’s who have shown an interest in some specialist areas and we will be working towards training and potentially opening up some services.

PPG enquired around integration with UHB and what this looked like for patients at the practice. JM advised the PPG that we are working towards an integration of systems an currently we are able to access some system at UHB in order to obtain results etc. The PPG enquired as to whether UHB could review the GP notes. JM advised that this is not possible yet but may be a facility that is available in the future. We discussed the projects currently in discussions with the trust around system integration and e- consult. We discussed how this could benefit our patients and provide more access to health care.

The PPG had enquired around services available through SDS as extended services for the practice. JM advised the PPG that there are services available for us to access through the PCN. Listed below are the services we can refer in to.

Complex Wounds Care

Diabetes Community Clinic

ECG interpretation

Extended hours available at Riverbrook Mon- Fri 18:30-20:00 and Saturday AM

Frailty clinic

Muskuloskeletal

Social prescribing – to support people with accessing resources and to support them through a number of different social situations

Spring to life

Mental health Services

Weight Management

This is not an exhaustive list, please discuss treatment options with your GP.

The PPG had suggested that they would like to get to know their GP’s. JM will consider how we can get this message out maybe either on the website and practice.

Recruitment – 2 further receptionist are set to be recruited and 1 senior nurse to support the practice