

Patient Participation Group
Minutes

Friday 15th March 2024
10.00am

Chair: Andrena (Senior Receptionist) and Briana (Care Co-Ordinator)

Attendees: KS, SM, JB, PJ, PB, AN, IG, TN

Apologies: LG, DP, JG

Previous Minutes		
1.	<p>PPG Chair role</p> <p>SM kindly agreed to be an interim chair for the PPG at the last meeting, however we need to confirm someone permanent into this role, and we will be able to set up an email address for that person to share with Briana and Sophie as PPG leads, and so patients can email potential agenda items for discussion or raise queries (non-personal so no complaints, or asks to make appointments etc) about the surgery which can be answered at the following PPG meeting or answered directly but then discussed as an item at the following meeting.</p> <p>We still have no offers of anyone wanting to take on the role of permanent chair for the PPG, SM has agreed to continue being an interim chair for the time being.</p>	
2.	<p>Pharmacy Space</p> <p>Question was raised at the last meeting about what will happen to the pharmacy space.</p> <p>Currently we aren't able to access as the lease is still held by the pharmacy, however we are looking at plans for later this year for additional consultation rooms to be added to the space with a new waiting area, which will allow us to move diagnostic staff e.g. HCA, Nurse Associate and Phlebotomist as well as possibly using it for additional roles staff to consult with patients e.g. primary care paramedics, Social Prescribers, Physios into the space.</p> <p>As it stands it will not be used again for pharmacy use as there was no interest from any local pharmacy services to fill the space.</p>	
New Agenda Items		
1.	<p>New Care Co-ordinators (Briana and Sophie)</p> <p>Introducing Briana as Care Co-ordinator – apologies that Sophie was unable to attend due to illness but is very much looking forward to meeting you all at the next meeting.</p> <p>Reminder to patients that they can ring and speak to Briana or Sophie to discuss any PPG items, NHS App, PATCHS, etc.</p>	

<p>2.</p>	<p>Practice Website</p> <p>Jenna – Practice Manager has asked if Patients from the PPG have used the Practice Website since it was redesigned in September last year? There was nobody in the meeting who had accessed the website since the re-design. We asked if all attendees would please have a look at the new website and offer any improvement suggestions you think of to be considered.</p> <p>As a practice we have to complete a website audit to ensure compliance with Greater Manchester commissioner standards for NHS Websites, this included making the website readable by patients with reading age of 10 years old and above, patients being able to register online, patients being able to see our monthly friends and family test results, how to make a complaint, updating contact details, staff information, links to other services etc.</p>	
<p>3.</p>	<p>Research in Practice</p> <p>Dr Ghafoor and Dr Naveenan attended this meeting to discuss research that is carried out in Primary Care.</p> <p>Some research studies that are carried out are only surveys whereas some may ask for appointments with our research nurses in practice. Not all studies are for medication, some may be to test effectiveness of machines etc.</p> <p>No personal data is given out to any outside parties, if you receive any contact regarding a research study saying that you may be eligible, it will be from us.</p> <p>Some suggestions were made in the meeting regarding making patients aware of the fact that we do research studies in practice. One suggestion was to send a text message to patients to inform them they may be eligible for a study so they may receive a letter so that patients don't worry when they receive a letter from us. Other suggestions included adding the information to the practice website and making it eye-catching, have a notice board in reception only for research information or putting notices on the TV screens in reception.</p> <p>All the above suggestions have been passed to the practice manager to discuss with the partners.</p>	
<p>4.</p>	<p>Pharmacy First</p> <p>Some of you may be aware of the new Pharmacy First scheme launched by the government in January 2024. Pharmacy First enables community pharmacists to supply prescription only medicines including antibiotics and antivirals where clinically appropriate, to treat seven common conditions without patients having to see a GP. The seven conditions are: Sinusitis</p>	

	<p>Sore Throat Earache Infected Insect Bites Impetigo (bacterial skin condition) Shingles Uncomplicated UTIs in women only.</p> <p>Patients can access this treatment by walking into the pharmacy themselves. If you do contact a GP surgery or 111 and you fit into the criteria of the above conditions, you may be referred into the service to be contacted by a pharmacy. The pharmacist will see you privately in a consultation room and may perform a simple examination or ask to access your medical records. 95% of all pharmacies in England have signed up to provide this service. Usual prescription charges apply (i.e those who were already exempt will still be exempt)</p>	
5.	<p>New Telephone System</p> <p>New telephone system went live on 29th February, we've had feedback from quite a few patients now about the call back feature being a positive change to the system, attendees were asked if they had used the new system and if there was any feedback – nobody had any feedback to pass on at present. It was explained that the 2 main benefits to patients of the new telephone system is the callback service which allows patients to hang up the phone and the system will keep their place in the queue and when they get to the front the system will call them back, if the patient doesn't answer the phone the system will try again another 2 times to call the patient, if still no answer a text will be sent to the patient but if they call back the same day they go automatically to the front of the queue. The other benefit is that the system allows an unlimited amount of people in the queue, so in the morning you will no longer get an engaged tone when trying to ring us.</p>	
6.	<p>Format of the Meetings going forward</p> <p>It was discussed whether anyone would be interested in alternating the meetings between in person and video calls via teams/zoom etc. Nobody had any objections, but we said we will wait for the next meeting where hopefully we will have more attendees and we can put it down to a vote.</p>	
Any Other Business		
	<p>Patches</p> <p>We discussed the Patches service which is for online triage with the GP. It was mentioned that everybody would be interested in doing the workshop to learn Patches so that it would be easier to spread the word.</p>	

	This can be arranged.	
	<p>Signposting</p> <p>The different services we can signpost to were discussed:</p> <ul style="list-style-type: none"> • First Contact Physio – for joint and muscle problems. • Minor Eye Clinic – for any eye problems for anyone of any age. • Paediatric Nurse Practitioner – for patients aged 12months to 19years, for issues under 5 days old. • Social Prescribing Link Worker – for any mental health or social issues. • Urine Sample Drop Off – if the patient thinks they may have a urine infection the receptionist may ask further questions to see if it is possible for the patient to drop off a urine sample to be tested. <p>These were all discussed, and it was explained that this is why receptionists will ask the patient for the issue before booking the appointment as there may be a more suitable alternative to send to.</p>	

Next meeting:

**Wednesday 12th June 2024
3.00pm**