

WALKDEN AND LH PCN

PATIENT PARTICIPATION GROUP MEETING

The aim of the PCN PPG is to work together to improve access to services across the community.

DATE	10.10.23	TIME	11am	CHAIR	Debbie & Hollie
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PPG MEMBERS			
Debbie – The Gill	Hollie – Ellenbrook MC	M – Walkden Medical Centre	G – The Orchards
T – The Gill	S – The Gill		

AGENDA

TIME	ITEM	OWNER
11am	Attendance sheet sign in	D & H
11:05	<p>Welcome and introductions</p> <p>Hollie went through housekeeping with the group, there were no fire alarm tests scheduled and so advised that we will evacuate the building if the alarm went off.</p> <p>A member of the group discussed further trouble in trying to contact Go2Physio as she was stuck in traffic and was trying to get through to them to cancel an appointment, but the phone just kept ringing out. Hollie advised that she had contacted the ICB (Integrated Care Board) about this but had not yet had any response.</p> <p>We told the group about the plans for the new website and the options where patients will be able to change the language so that non English speaking patients would have equal access to practice information. Some of the group said they use the Apps rather than the website, but Debbie explained how to access the practice websites in case they wanted to have a look.</p>	D & H

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11:15	<p>PPG Rules</p> <p>Hollie explained the terms of reference to the group and what they could expect from us. A copy was issued to all in attendance to read through and sign if in agreement.</p> <p>We talked again about the difficulties in engaging patients to attend the group although some absent members were unwell today. One of the group suggested that we put the details on the noticeboard at Tesco which is definitely something to consider.</p>	D & H
11:30	<p>Did not attend (DNA) rates</p> <p>One area of general practice that had been asked to be shared was the DNA (did not attend) rates. Hollie had gathered data from the practices and explained that the figures from The Orchards looked very wrong in comparison to the size and rates at the other practices. The numbers are quite shocking reading and we were asked whether we could remove patients from the list if they did not attend for 3 occasions. Whilst we all recognised and accepted that this is common practice at the dentists, we explained that unfortunately it is not so straightforward in primary care and whilst we have a protocol in place for patients who do not attend secondary care appointments, because of the work involved, some practices are not really following this up. Equally practices would just be sending the problem elsewhere and all agree that patient behaviour needs to change. It was suggested we use a wipe clean board at the reception and enter the DNA rates each month. The group thought that patients need to understand the consequences of their DNA's rather than just show numbers, and therefore we should include further information for example, how much this has cost the NHS. Agreed that we could start with just the GP appointments that had been missed as it appeared the majority were nurse appointments. Hollie explained that whilst this could be 1 nurse appointment it may well have been for 30-40 minutes. Debbie agreed to investigate whether the check- In screen could be programmed to show this data. Hollie will investigate whether we can add the data to our patient appointment reminder messages.</p> <p>Corrected figures from The Orchards have now been obtained; April= 49 May= 58 June = 65</p>	All

TIME	ITEM	OWNER
12:00	<p>Baseline data – Friends and Family</p> <p>Friends and Family results were shared and discussed and Hollie will enquire as to why we only receive 50 responses from Iplato. All practices should now also be collecting friends and family feedback in practice. The group thought it would be interesting to hear some of the positive and negative comments that practices receive and we will gather this information from all practices for the next meeting.</p> <p>We talked about the level of abuse practices are receiving on a daily basis and how difficult it can be for reception staff. This has led to staff resignations and staff taking early retirement. A member of the group suggested that we ask staff to write a piece for our websites “A day in the life of a receptionist/nurse/GP” which may help patients understand how challenging the roles are today.</p>	
12:20	<p>Care Coordinators</p> <p>One of the group mentioned that he had received a call from a care coordinator which took him by surprise as she asked him if she could help with anything. He didn't know what she could help him with as he didn't know what was being offered. This is something to bear in mind with this relatively new cohort of staff as the patients were unaware of who they were and what they could do. Debbie advised she would get a list of what the coordinators are doing at each practice, as below;</p> <p>Walkden Medical Centre</p> <ul style="list-style-type: none"> • Ensuring that all patients at risk of falls and frailty are assessed • Booking medication reviews and coordinating housebound COVID and flu visits • Audit of patients with chronic obstructive pulmonary disease <p>Dearden Avenue Medical Centre</p> <ul style="list-style-type: none"> • Ensuring that all patients at risk of falls and frailty are assessed • Booking medication reviews and flu vaccinations • Working on the Cancer care list with the GPs. <p>Cherry Medical Practice</p> <ul style="list-style-type: none"> • Helping patients book in for their flu vaccinations • Managing patients living with long term conditions who need clinical monitoring 	All

TIME	ITEM	OWNER
	<p>The Gill Medical Centre</p> <ul style="list-style-type: none"> • Ensuring that all patients at risk of falls and frailty are assessed • Support for military veterans • Helping the over 85 year old patients to book flu appointments • Contacting patients who have not attended secondary care appointments <p>Ellenbrook Medical Practice</p> <ul style="list-style-type: none"> • Following up patients who have had cancer screening • Working as a community connector to find out what services are available to staff and patients <p>Cleggs Lane Medical Centre</p> <ul style="list-style-type: none"> • Ensuring that all patients at risk of falls and frailty are assessed • Managing patients living with long term conditions who need clinical monitoring <p>The Limes Medical Practice</p> <ul style="list-style-type: none"> • Ensuring that all patients at risk of falls and frailty are assessed • Engaging with patients living with long term conditions who are generally hard to reach • Ensuring patients with chronic respiratory disease are attending for flu and COVID vaccines <p>Manchester Road East Medical Practice</p> <ul style="list-style-type: none"> • Supporting the staff team to book patients into the flu clinics <p>The Orchards Medical Practice</p> <ul style="list-style-type: none"> • Currently have a new manager in place and the work is yet to be determined. We will update the group at a later date 	
	<p>GP+ Appointment</p> <p>A member of the group who lives in Boothstown mentioned the GP+ Evening and weekend appointments as there is a notice in her practice that says Walkden and Little Hulton. Her practice is in Boothstown and she feels this is misleading to Boothstown patients who may think this doesn't include them. Debbie will discuss with The Orchards if they can change the sign.</p>	

TIME	ITEM	OWNER
	<p>AOB</p> <p>Agreed that we would host one meeting with all practice managers in attendance. The group would like a doctor to attend some of the meetings</p>	
	<p style="text-align: center;"><u>Next Meeting 12th December 2023 at 11.00am</u></p> <p style="text-align: center;"><u>Walkden Methodist Church</u></p>	

ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
20.04.23	Structure of PPG and functions (Terms of Reference) to be drafted – ask for TOR and redo	ZH	10.10.23
01.08.23	Dates of meetings for the next 6 months to be reviewed and shared with practices and members	D&H	Ongoing
01.08.23	Members to think about specific areas and questions they'd like to include in a PCN survey	Patient members	Ongoing
01.08.23	Increase PPG engagement communications across the locality – practices to have at least one member attend the next meeting	Practices	Ongoing
01.08.23	Practices to ensure all services are advertised within their practice – physio, evening, and weekends etc	Practices	03.08.23
01.08.23	Professional marketing tools available to practices – ask PCN to support	ZH	03.08.23
01.08.23	Feedback to CCG regarding the Go2Physio telephone number	Hollie	Ongoing
01.08.23	Letter to be created that invites members to the meeting and asked them to RSVP	Dawn	03.08.23
01.08.23	Create a signing in sheet and share with the 9 managers	Hollie	03.08.23
01.08.23	Housekeeping to be added as a standing agenda item	D & S	03.08.23

10.10.23	Investigate whether the check in screens can include a function to show patients how many DNAs per month	Debbie	
10.10.23	Practices to gather DNA rates for GP's only for July/Aug/Sept	All	
10.10.23	All practices to provide 1 positive and 1 negative comment from friends and family for December meeting	All	
10.10.23	Debbie to speak with Orchards to update GP+ signage so that Boothstown patients know they are included	Debbie	Complete

Abbreviations

NHSE	NHS England - https://www.england.nhs.uk/
CQC	Care Quality Commission - https://www.cqc.org.uk/
PCN	Primary Care Network, this is our locality made up of 9 practices - https://www.walkdenandlittlehulton.nhs.uk/
ICS/ICB	Integrated Care System, this is the Greater Manchester wide health system - https://gmintegratedcare.org.uk/
PPG	Patient Participation Group
FFT	Friends and Family Test - https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft
Pt	Patient
Appt	Appointment
F2F	Face to Face appt
Tel	Telephone appt