MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON Thursday 26th May 2022, AT 10:30am

**Present:** LR (chair), ED (secretary), SW, *MM, RB, JB, KG, MC*

**Apologies:** *SI*

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| **Item** | **Description** | **Action** |
| 1. | LR thanked everyone for attending and opened the meeting. Everyone introduced themselves. |  |
| 2. | Apologies were given from PPG member who couldn’t attend. |  |
| 3. | **Minutes and Matters Arising** |  |
| 4.  4.1. | **Brief insight into the last two years for General Practice during the pandemic**  LR explained how the pandemic impacted the practice and what measures were put into place for both staff and patients. All face-to-face appointments were changed to telephone appointments. Patients were screened for symptoms of Covid-19 via telephone before they were asked to attend the surgery if required. Staff were required to keep at a distance of two meters apart and wear masks whenever they left their desks or moved around the surgery. |  |
| 5.  5.1.  5.2.  5.3.  5.4.  5.5.  5.6.  5.7.  5.8.  5.9. | **GP Access**  Appointments Access Streams - Hybrid appointments. LR explained the new hybrid telephone/face-to-face appointment system and the reasons why this was chosen and implemented. LR explained that there are now eight members of staff that answer the telephones between 8am and 9am.  Online pre-bookable Appointments. LR explained that 10% of GP appointments will be added online soon. LR explained that there is a possibility of adding Phlebotomy appointments online, however this needs to be investigated as those appointments may not be appropriately used.  Online Consultations. LR explained that the surgery offers the option of online consultations and how they can be utilised. There is a limit of one online consultation that can be placed on the appointments system per day.  Links to Book Directly into Clinics. LR explained the newly available links that can be sent to patients via SMS, the patients can use the link to book an appointment such as a blood test or an NHS health check which cuts down the volume of calls received by reception.  New Acute on-call team. LR explained how the Acute on-call team is utilised and that it is made up of a GP, a registrar, and an advanced nurse practitioner.  **Telephone Accessibility**  Messages Placed on Telephone System to keep patients updated. LR explained that there are now messages that are put onto the telephone system, to let patients know when all the appointments have gone for the day.  Pre-bookable Appointments. LR explained that we offer a number of pre-bookable telephone triage and face-to-face appointments.  **Additional access to medical care**  GP Care Wakefield Appointments Available. GP Care Wakefield can offer additional appointments/out of hours appointments for blood tests, NHS health checks etc. These appointments can be booked by the reception administrators if there aren’t any suitable appointments at the surgery.  Community Pharmacist Referral. LR briefly explained the Community Pharmacist referrals and who can refer. |  |
| 6.  6.1.  6.2.  6.3.  6.4.  6.5.  6.6. | **Changes within the practice and premises**  Speedbumps and additional lighting. LR explained why the new speedbumps and lighting were required.  Website update. LR explained that the current website is only being kept up to date and is not being improved and we will soon have a new website. There is a possibility of a universal website for all practices in our network, but this is still being discussed.  Facebook. LR explained that the surgery now has a Facebook page. We can add messages and updates about the surgery.  Updated Security. LR discussed the new upgraded security systems which include new cameras and new panic buttons fitted on the reception desk.  Accurx. LR briefly explained the use of Accurx and how it can be utilised. For example: sending SMS messages to patients that can be difficult to get a hold of during the day.  Intradoc to TeamNet. LR explained that the Intradoc system will be replaced with TeamNet which is more user friendly. |  |
| 7.  7.1.  7.2.  7.3.  7.4.  7.5.  7.6.  7.7.  7.8. | **Primary Care Network Update**  **ARR staff.**  Pharmacists and Pharmacy Technicians. LR discussed the Pharmacists and the Pharmacy Technicians and how their roles differ. LR explained how the services are accessed and the possibility that some of these appointments will be made available to book online.  Nurse Associate. LR explained what the Nurse Associate is able to do and that she is utilised for home visits as well as appointments at the surgery.  Health & Wellbeing Coaches. LR briefly discussed the role of the Health & Wellbeing Coaches and explained how the surgery staff can refer or the patient can refer themselves.  Mental Health Nurse. LR explained that Vicky Hetherington is no longer the mental health nurse at the surgery. Dr Sheppard is now the clinical lead of metal health reviews. There is a community registered mental health nurse who will have their induction next week.  Care Co-Ordinator. LR explained the role of the Care Co-Ordinator, what she is able to do and how she can help in the practice.  First Contact Physio. LR explained how this service is accessed and what it can be used for.  **Extended Hours**  LR explained the change to the extended hours service which is expected to come into effect later this year. The 9pm closing hours on Mondays and Fridays will be taken over by GP care Wakefield and the surgery will close at 18:30pm. LR explained that there is also the possibility of Saturday clinics which will be for prebooked appointments only. The location of these clinics is still be discussed.  **New Clinical Lead for the Primary Care Network** – The new clinical lead for the PCN is Dr Clive Harris. |  |
| 8.  8.1.  8.2. | **Complaints and Compliments**  Complaints. LR briefly explained that the surgery has received numerous complaints regarding the telephones and the volume of calls, especially between the hours of 8am and 9am throughout the week. LR explained that there is now a message that is placed onto the telephone system once the appointments have all gone for the day, which explains that there are no appointments left. LR discussed that there had also been several complaints about staff attitudes but explained this is currently being dealt with and staff are being reminded and fed back to.  Compliments. LR briefly discussed compliments received about the surgery, explaining that the compliments are fed back to staff and shared around the surgery. |  |
| 9.  9.1.  9.2.  9.3.  9.4.  9.5.  9.6. | **Staff Updates**  LR briefed on the following staff updates:  New Partners - Dr C Sharman, Dr C Lai and Dr I Laverty  GP Retirements – Dr AP Sheppard and Dr R Jones will both retire next year.  New Nurse Recruitment:  - Two new Nurses AS and LA.  - Currently recruiting another Chronic Disease Nurse as ET is training to become an Advanced Nurse Practitioner (ANP).  - ANP MS will be retiring next year but he will be returning.  - ANP AH will also retire next year and return as a Chronic Disease Nurse.  New Office/Admin Managers – EL is the Office Manager and ED is the Admin Manager.  New Reception Administrators – The reception team have been given a different title ‘Reception Administrators’ due to them dealing with a variety of work and not just reception. The new Reception Administrators are Joelle, Sarah, and Sharon. |  |
| 10. | **New Patient Leaflet**  LR opened a discussion regarding what should be included in the New Patient Leaflet. Suggestions were made to remove information such as the GP qualifications and to just give an overview of the Nurses rather than list them all and to include information regarding signposting. | **LR to draft.** |
| 11.  11.1. | **Views and Opinions Moving Forward for the Practice**  To be discussed at the next meeting. LR opened a discussion for suggestions of what to discuss at the next meeting. The following suggestions were made:   * Chronic Diseases and the impact they have on the practice. * Raising awareness of the PPG and recruiting new members * Online Services – to discuss in more detail * Primary Care Network speakers to come and explain their roles. * Patient feedback/Surveys |  |
| 12. | **AOB – None discussed.** |  |
| 13. | **Date of Next Meeting – Tuesday 29th June at 2pm.** |  |