MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON 24th April 2023 AT 10.30am

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

**Apologies:** *RB and SI*

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| **Item** | **Description** | **Action** |
| 1. | **LR** thanked everyone for attending and opened the meeting. |  |
| 2. | Apologies given from PPG members who couldn’t attend. |  |
| 3.  3.1.  3.2.  3.3.  3.4. | **Minutes and Matters Arising**  Long term conditions  KG asked about long term conditions reviews and what exactly they entail. LR explained that long term conditions need annual reviews, such as diabetes, asthma, and high blood pressure. LR also explained the need for annual medication reviews for patients who are on repeat medication, and the process that is followed for the patients who don’t respond to invites or attend for a review. This includes reducing the patient’s medication until they have to request it weekly, this usually encourages patients to attend for a review.  DNA’s  LR stated that DNA’s (did not attend) have greatly reduced in recent months and said she will discuss this matter later on in the meeting.  GP to speak to PPG members  LR explained that she is still in the process of arranging for a GP to attend one of the PPG meetings to answer pre-arranged questions. Unfortunately, Dr Sheppard won’t be able to attend a meeting due to his retirement in May.  Friends and Family Feedback  LR stated that she will send all members of the PPG, copies if the Friends and Family test feedback. | **LR to arrange for GP to attend a PPG meeting.**  **LR to send friends & family feedback.** |
| 4.  4.1.  4.2.  4.3.  4.4.  4.5.  4.6.  4.7.  4.8.  4.9.  4.10.  4.11.  4.12.  4.13.  4.14. | **What’s happening in practice**  New GP contract  LR explained that there has been a new GP contract issued to practices by NHS England regarding access to the practice.  Access to medical (future) records  LR stated that from the 31st October 2023, patients who have the NHS App will automatically have access to their medical records (future records).  Workforce wellbeing  LR explained that workforce wellbeing is being looked after by such as offering support, occupational health referrals and mindfulness.  **Optimising demand**  Care Navigation  LR explained that the office staff will have the new title of ‘Medical Care Navigator’. Staff will spend more time of the phones talking to patients and asking more questions to care navigate the patient to the most appropriate service available. MM mentioned that if staff are taking longer on the phones, this would increase the waiting times for patients wanting to get an appointment. LR acknowledged this and does agree but unfortunately that is what NHS England have said we must do, however, we are currently in negotiations with staff to see if they will start their working day earlier at 8am and finish earlier, which will increase the amount of staff answering the phones at 8am. LR went on to explain that staff have been receiving and continue to receive training regarding care navigation and have full support from the clinicians. Staff have also been issued with crib sheets in order to help them when care navigating. KG asked what would happen if a patient refused to give an explanation for the appointment needed, LR explained that patients would be refused care navigation. KG also asked what would happen if a patient didn’t want to discuss anything at the front desk due to privacy, LR stated that there is a side room available where the patient could speak to a member of the office staff. LR mentioned that online consultations will be available via Patches, rather than Engage.  Community Pharmacist Consultation Service (CPCS)  LR described the CPCS services, how it can be utilised, and what conditions can and can’t be seen by the pharmacy, such as bites and stings, colds and congestion, hay fever, cystitis, acute pain etc. LR explained that staff have been provided with training and have been using this service efficiently by referring patients for appropriate conditions.  Actions taken to achieve the quality indicators  LR explained that several different audits had been carried out, such as how the patients access the practice, the areas of improvement needed for the phone system etc. These were then discussed at the partners away day to see how we can improve patient access. LR will circulate the presentation to PPG members.  Rotas  LR described the new hybrid model consisting of both telephone and face to face appointments and them being interchangeable. LR explained that changes had been made to the clinical rotas so that clinicians have designated time to contact patients for follow ups etc. There is also an acute on-call team every afternoon consisting of a GP/ACP/GP registrar and from 1st April 2023 this was extended to a full day acute on-call team.  Training  LR described the training that has been taking place in practice, such as, in April 2023 there was a team building exercise to give feedback from all the team to see how we can improve on access. Staff have undergone care navigation training and will continue to do this on an annual basis with additional training implemented if needed. LR also mentioned that the ARRS staff will attend a Primary Care Meeting to discuss the service they provide for the practice, and the administration team have had training based on implementing the care navigation changes.  **Online access**  Patches  LR explained that patients have access to book an appointment online, however, the ability to book GP appointments online will be removed for the time being, due to the care navigation changes. Engage online consultation service has ceased via the practice website and has been replaced by Patches. LR stated that Patches has features such as NHS log in and App integration, Clinical System Integration, Language translation, Clinical coding, Video Consultations, Bulk and ad-hoc two way messaging via email and SMS, Image/document uploads, Appointment booking, Electronic prescription service and advanced reporting dashboard.  Digital functionality  LR said that patients can book clinical appointments via a URL link, but this only available if a patient is sent an invitation to do this by the practice. ED mentioned that the ability of patients being able to book via a URL link was a success when trialled for the previous years flu season. LR mentioned that 80% of the flu vaccination appointments were booked this way, which greatly reduced the number of patients accessing the surgery via telephone. LR also explained that there are a number of benefits of the URL links, such as patients being booked into the correct clinics, a large number of patients can be sent a URL link at one time, we can use the URL links for collecting data and questionnaires and many more.  Digital registrations  LR mentioned that coming up in 2023 patients will be able to submit registration forms/requests online.  Additional access  LR explained since September 2022, Conexus Healthcare have supported practices in our PCN by delivering extended access for additional hours outside of the core hours which is before 8am and after 18.30Pm. This means the practice is no longer open outside of the core hours. LR said the surgery has additional capacity at Ossett Health Village which is funded through the PCN for additional support with GP/Nurse appointments, phlebotomy, and cervical screening etc. Conexus offer additional capacity at Trinity Medical Centre. GP Care Wakefield offer additional capacity for respiratory patients. LR explained that we also utilise the additional support of the ARRS staff that are procured through the PCN.  Promoting patient access  LR described that the surgery will continue to promote patient access via SMS, social medica, posters, patient leaflets and the practice website. Newsletters will also be used starting from the 1st August 2023.  Safe Haven Scheme  LR explained the Safe Haven Scheme contract will be withdrawn from the surgery, and that the withdrawal was planned to co-inside with Dr Sheppard retiring, however, due to contractual agreements, it may no be withdrawn until the end of March 2024 at the very latest. LR said that the surgery is currently in negotiations with another service provider regarding them taking over the safe haven scheme until then end of March 2024. |  |
| 5.  5.1.  5.2. | **Statistics for Lupset Health Centre**  DNA Statistics – requested from previous meeting  LR stated that DNA’s (did not attend) have greatly reduced in  recent months, this is thought to be mainly due to the ‘hybrid’ model of having interchangeable telephone and face to face appointments. LR explained that patients seem to appreciate the choice that they are given in regards to this. MM expressed that reduced DNA’s may also be down to the fact that patients can often struggle to get an appointment, so when they have one, they don’t want to lose it. LR said that an audit is currently being produced by the surgery and that we initiate a process for dealing with recurrent DNA’s.  Incoming telephone data – new telephone system  LR explained that we are currently reviewing our telephone service provider. This is so we can implement a patient call back service, designated prescription line with availability to order prescriptions, the telephone message will be streamlined, there will be availability to add messages to keep patients up to date with appointment availability whilst they are waiting for a member of staff to answer their call, managers will have additionality to monitor the number of calls via a dashboard and staff will be able to log in and out so that no patient is lost in the telephone system or caught in the loop. |  |
| 6.  6.1.  6.2.  6.3. | **Patient feedback**  Complaints  LR explained that there were 110 complaints received between 1st April 2022 and 31st March 2023, 50 of these were not upheld, 18 were partially upheld and 42 complaints were upheld. LR stated that 78% of the complaints were concerning appointment/telephone issues.  Compliments  LR stated that any compliments are shared with all staff vis notification, and they are now added to staff members personal files to reflect on their performance during appraisal. LR said she is currently working on collating an audit on compliments.  Friends and Family Test  LR presented the figures for the Friends and Family test from 1st January 2023 to 23rd April 2023. LR explained that the figures showed 1501 Excellent reviews, 621 Very good review, 232 Good reviews, 84 Poor reviews and 64 Very poor reviews. |  |
| 7.  7.1.  7.2.  7.3. | **Staff updates**  LR gave the following updates regarding staff:  GP/ACP  Dr Sheppard retires on 31st May 2023. Dr Jones retires on 31st July 2023. Dr Apara will be joining us in July 2023.  AN joined the team as an Advanced Clinical Practitioner (ACP) in March 2023. MS retired and returned as an ACP in March 2023.  AH will retire and return in her new role as Chronic Disease Nurse in May 2023.  Nursing Team  RH joined the team as a Chronic Disease Nurse in January 2023.  SH joined the team as a Treatment room Nurse in March 2023.  DR retired in February 2023.  Administration Team  MK joined the team as an Apprentice Reception Administrator in August 2022. EM joined the team as an Administration Apprentice in February 2023. MS joined the team as a Reception Administrator in March 2023. |  |
| 8.  8.1.  8.2. | **Primary Care Network Update**  ARRS staff  LR described what the ARRS staff do within the surgery, they also work on meeting targets for the GP, WPPC and Qof contracts.  Spring boosters for Covid-19  LR explained that invitations for covid-19 spring booster were being sent out to patients. ED confirmed that all invitations had now been sent to eligible patients via SMS and the patients who don’t have SMS will be contacted by telephone or letter. |  |
| 9.  9.1.  9.2.  9.3.  9.4. | **AOB**  Blood pressure readings at flu season  LR asked for opinions on weather they think that having a blood pressure clinic at flu clinics would be helpful. KG expressed that she though this would be a good idea as it is more of a one stop shop approach. Everyone agreed and LR mentioned that she would implement this at this year’s flu season.  Condolence Cards  SG asked if the practice was sending out condolence cards. LR confirmed the practice hadn’t been since this was postponed during the Covid-19 pandemic, however, LR stated she had recently ordered some cards and a staff member was going to start sending them out again.  Pre-booked appointments  JB asked if it was possible to obtain a GP appointment in advance. LR confirmed this is possible up to a week in advance, unless for example, there are any bank holidays, staff absences etc, which will affect the availability.  Strike action  JB asked if the recent strike actions of the Ambulance service, the Nurses and the trainee GPs had affected the surgery. LR explained that the Ambulance strikes did affect the surgery for two days, this meant we operated an amended clinics and dealt with only acute issues on those days. The surgery was not impacted by the rest of the strikes. |  |
| 10. | **Date of next Meeting:** Wednesday 26th July 2023 at 2.00pm |  |