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WINSFORD PRIMARY CARE NETWORK

PATIENT PARTICIPATION GROUP (PPG)

NOTES:

MEETING TUESDAY 6 FEBRUARY 2024 AT 4pm

DENE DRIVE PPC ROOM 2

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| 1. | Welcome / Apologies  Apologies received prior to meeting: Jackie-Ann Hardman (J-AH); Chris F Brenan.  Attendees: Carole Heiriss (CH - Weaver Vale) Chair; Ann Buchanan (AB - Willow Wood); Tony Williams (AW - Weaver Vale); Jackie Brown (JB - Social Prescribing Team); Carol Barton (CB - Swanlow); Ged Hind (GD -Weaver Vale)Deputy Chair; Lesley Graffham (LG - High Street); Maggie Davenport (MD - Weaver Vale); Susan Barrow (SB - High Street); Sue Sanderson (SS - High Street); Tina Birkby (TB - PCN Strategic Lead); Linda Donegan (LD - Weaver Vale)PM; Tara Flexen (TF - Swanlow)PM;  Tracy Hoather (TH - Weaver Vale) via video link.  Note Taker: Lesley Graffham  New member Susan Barrow (High Street) welcomed |
| 2. | Declaration of conflicts of interest  None declared |
| 3. | Actions from last meeting  Colin McGuffie (CM) – no contact still; Sam Logue replacement, no contact. TB PCN Strategic Lead, also has had no contact.  Do SMASH have access to the Hospital at Home service? (Sandbach, Middlewich, Alsager, Shavington, Haslington) –any feedback? TB still trying to find out. Pilot scheme running in Winsford involving early hospital discharge, run by CCICP, no concerns noted as yet, waiting for outcome of pilot to feed back details on service.  Winsford patients with diabetes or pre-diabetic being referred to Reed Wellbeing – LD advised it is a national service commissioned by NHS England. Patients to feedback directly to REED or NHS England if have concerns or bad experience, local GP practices are provided with details of who has been commissioned and not in a position to influence. Therefore it is vital that patients feed back directly themselves.  During the period November 2023 to date there have been no requests received from PMs for PPG members to help with collecting patient feedback.  LD: Following the initial baseline surveys that the PPG carried out, practices have followed up Quarter 3 and Quarter 4 surveys by using Survey Monkey. LD advised that this provided 300+ responses for Weaver Vale Surgery alone. Patients who had an appointment within the previous 2 weeks were sent SMS to click on the survey monkey link and feed back on their experience. 800+ SMS messages were sent with 300+ responding to the survey. The Qtr 3 results showed positive improvements on the baseline survey. LD fed back that this was achieved because the PPG were successful in securing rich data during their surveys, giving us reasons why something worked well or didn’t which in turn allowed the practice to put forward explanations or look at tweaking processes to ensure a good patient experience.  No request received for PPG members to assist with notice boards in surgeries. LD advised that due to mandatory notices being required to be posted it would not be appropriate for PPG members to assist with noticeboards in surgeries therefore Practices decline assistance for now.  Patient name calling on boards – can the boards be adapted to protect patient confidentiality?  LD and TB: You can change the patients name to their ‘calling’ name rather than first name if this is what they prefer. You cannot change the surname and you cannot omit the title, options for transgender patients currently offered is Mx, which we all agree isn’t ideal. |
| 4. | Care Community Steering Group:  Feedback from J-AH, - Social Prescriber received prior to meeting:   * The Social Prescribing Team continue to work on their action groups, Neil Corbin is working with Mental Health  Charity ‘Chapter’ to launch ‘Belong’ – activity based monthly sessions for 18yrs+ to support their mental wellbeing. * Debbie Howarth has now identified a volunteer to run the Wednesday coffee mornings  at the Gate pub that she launched. Debbie is now planning to work on a project for housebound residents. * JAH and Jackie Brown are planning to work on a project for residents with dementia / frailty, Winsford have the third highest dementia rate in Cheshire West.   JB:  “Belong” is a social group for 18+ male and female with mental health concerns. An assessment is required for suitability to join the group.  It is early days for a project to have virtual coffee mornings for housebound residents of Winsford of which there about 275.  J-AH and JB are planning to coordinate a group for residents with dementia / frailty and their carers. There is high level of Winsford residents being identified with dementia at a younger age, in their 50s. Funding and ideas are still being sought – early days.  There is no longer a face-to-face befriending service in Winsford. |
| 5. | Update from ICB / PCN  TB: ICB – no update available;  PCN have met monthly, looking at gathering data to improve access. |
| 6. | Cloud Based Telephony – update from LD and TB:  All practices (except Launceston Close) are now up and running with the new cloud based telephony system ‘Check Cloud’.  LD advised that the installation was horrendous, expected from 7am on the Monday, arrived at 4pm and starting installing the telephones, 80+ in one go as they grouped the 3 Dene Drive practices together. Phone handsets functional only once logged into computer terminal; unable to call internal numbers have to use external number; headsets not connected correctly and interfering with dictation etc. No support was offered or available from ‘Check Cloud’. Difficult time for staff, however a seamless roll out for patients.  Stats following installation of ‘Check Cloud’ for Weaver Vale practice 17 January to 5 February 2024: 1360 calls received, 1269 were answered, 72 hung up before being answered, 9 callbacks requested and all called back. Average time to answer a call was 1m 10s  Of 72 calls that hung up, the average queue time was under 1 minute.  20 patients can call at one time. If a caller requests a callback they remain in the queue in the same place.  TF: Stats for Swanlow practice 17 January to 5 February 2024: 1855 calls received, 1580 answered, 233 unanswered, 26 callbacks, 133 not connected (hung up before options) Longest wait 2 minutes 5 seconds.  Stats for other practices in the PCN not available. |
| 7. | Any other business  TH: ‘Continuity of care: now that we have more part-time GPs if tests are ordered and that GP isn’t in work for over a week (or a fortnight if on holiday) what triggers would there be for test results to be acted on by another GP in any of the practices if action is required.  There are more practices using part-time GPs, temporary GPs and if a consultant etc. contacts the practice and the GP isn’t in work who is meant to be picking up their correspondence and acting on it?’  LD responded:  GPs work sessions – a morning worked equals 1 session; and afternoon worked equals 1 session; 8 sessions worked is classed as full time and = 4 days. No clinical results ever sit in an inbox when a GP isn’t in as someone else will always pick up the results.  70 appointment slots are required to be available per 1000 patients (NHS England guideline) – Weaver Vale far exceeds this requirement.  TH expressed concern that consultant information hadn’t been acted upon when speaking to two different patients; advised to take it up with the relevant practice manager.  LD: Of concern is the number of appointments that are no shows, including appointments made on the day: 8% of patients no show, letters are sent to patients and monitored, policy states if happens more than 3 times steps are taken to remove them from the practice list although in reality this is rarely enforced.  CH:  Frequency of PPG meetings – majority of members present agreed quarterly meetings, but add in a meeting if needed.  Achievements 2023 – Bowel Cancer Screening Awareness, Patients Surveys carried out at Weaver Vale and High Street, 5 PPG meetings held throughout 2023.  PPG actions for 2024 discussed:  1. Organise health focused / awareness events with the practice, e.g. using the NHS app; healthy eating awareness; cancer screening; measles etc;  2. Raise awareness of ‘Pharmacy First’ a new NHS initiative to improve the availability of primary healthcare to patients in England. From 31 January 2024 patients are **able to get treatment for seven common conditions at a high street pharmacy without needing to see a GP.** The scheme is part of the NHS and government’s primary care access recovery plan, which is committed to making accessing healthcare easier for millions of people.  ‘Pharmacy First’ initiative currently includes the Common Conditions Service and the [Pharmacy Contraception Service](https://www.pharmacy2u.co.uk/health-services/contraception). As part of this new service, patients will be able to get advice and relevant treatment for Impetigo, Infected insect bite, Shingles, Sore throat, sinusitis, earache and Urinary Tract Infections. These services enable pharmacists to use more of their skills and medical training, giving patients improved access and more choice when it comes to their healthcare.  A GP or an NHS 111 operator may refer a patient to a Common Conditions service, or patient can self-refer. It will, however, take time for pharmacists to get trained and ready for change. Currently only one pharmacy in Winsford is offering this service and are offering direct supply of medicines for one, some, or all seven of the new conditions.  The online pharmacy, Pharmacy2U (other online pharmacies are available and as with other pharmacies no GP practice has any affiliation) support the ‘Pharmacy First’ initiative, giving their patients the ability to book a video consultation with one of their pharmacists to get advice and relevant treatment for one of the 7 conditions, without needing to see a GP. Concerns were raised regarding the speed with which a prescription, for example for antibiotics would reach the patient.  3. Invite health and voluntary professionals to meetings to keep PPG members up to date in the healthcare landscape e.g. Healthwatch.  4. Raise awareness of NHS app  LD and TB advised that NHS England are asking practices to steer patients to download the NHS app instead of Patient Access or the myGP app.  Request for PPG members to attend each surgery during February and March 2024 to show patients how to download and use NHS app to request repeat prescriptions, book an appointment, view test results etc.  NHS England target is 70% of all patients to register/download the app by end of March. Weaver Vale are well on their way to achieving this, but support would be appreciated to help achieve this as a PCN.  Volunteers Lesley Graffham, Maggie Davenport, Ann Buchanan and Carole Heiriss. CH to coordinate.  5. Practice Websites – LD  LD requested that PPG members look at practice website and feedback any thoughts after receiving questionnaire from LD.  6. Zero Tolerance – LD  Patient expectations and interaction with staff is at an all time low. Swearing, abusive and threatening language at reception desk and on phone calls. Can anything be done? A discussion took place around this, view was that such behaviour is unacceptable but until meaningful consequences or sanctions are in force little would change some peoples behaviour.  Dr Kelly retiring end of March 2024. New GP Dr Clare Dawson starting 3rd March 2024 and will take on Dr Kelly’s sessions. |
| 8. | Next meeting: Tuesday April 2nd 2024 at 4pm Dene Drive PPC, Room 2 |