

WALKDEN AND LITTLE HULTON PRIMARY CARE NETWORK (PCN)

PATIENT PARTICIPATION GROUP MEETING (PPG)

“The Contractor must establish and maintain a group known as a “Patient Participation Group” comprising some of its registered patients for the purposes of: (a) obtaining the views of patients who have attended the Contractor's practice about the services delivered by the Contractor; and (b) enabling the Contractor to obtain feedback from its registered patients about those services” taken from the GMS contract Aug 2023. As a group we now also include the wider PCN community services..

DATE	20.08.24	TIME	11am	CHAIR	DH
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PPG MEMBERS			
DH – Practice Manager - Cleggs Lane	HK – Secretary - Cleggs Lane	CM – CC The Limes / Cleggs / MRE	ES - PCN
SH – Patient - Cleggs Lane	PN – Patient – Mcr Rd	JN – Patient – Walkden Medical	MP – Deputy The Limes

AGENDA

TIME	ITEM	OWNER
11am	Attendance sign in sheet	DH
11.05	<p>Welcome, Introductions, Housekeeping</p> <p>DH 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>	DH

TIME	ITEM	OWNER
11.15	Actions from last meeting, see below action log.	DH
11.30	<p><u>Baseline Data</u></p> <p>Shared the slides showing bar charts the Family & Friends Test Results / Recommendations for July 24.</p> <p>Read through some of the positive and negative feedback received from patients. Explained the negative feedback that there are two sides to every story.</p> <p>Lots of services brought into the community from the PCN, out of hours GP appointments for evenings & weekends / Smears / Bloods.</p>	DH / MP
11.40	<p><u>Service & Events</u> - Read through the slides as per below details.</p> <p>Get to know where to go Campaign.</p> <p>All surgeries have been provided with booklets to provide patients. This new publication tells people all they need to know about primary care services, including dental care – plus some things that members of the public may not be familiar with, including:</p> <ul style="list-style-type: none"> • The new features on the NHS app • The new pharmacy first offer • Help with prescription costs • Urgent dental and eyecare services – available at evenings and weekends <p>This will also be available online in the coming months.</p> <p>Seasonal Influenza Programme</p> <p>Based on the evidence that the flu vaccine's effectiveness can wane over time in adults, JCVI advised that the start date of the flu programme for most adults would be adjusted to begin from October. Only those in the below cohorts will be able to receive their vaccine prior to this date.</p> <p>From 1 September 2024:</p> <ul style="list-style-type: none"> • pregnant women • all children aged 2 or 3 years on 31 August 2024 • primary school aged children (from Reception to Year 6) • secondary school aged children (from Year 7 to Year 11) • all children in clinical risk groups aged from 6 months to less than 18 years. 	MP

TIME	ITEM	OWNER
11.45	<p><u>PCN Update</u></p> <p>PCN are working with the practices to improve Capacity and access.</p> <p>Shared slides showing the details for Capacity & access Improvement plan.</p> <p>Digital telephony solution implemented, including call back functionality and each practice is complying with the Data Provision Notice.</p> <p>Online consultation (OC) is available for patients to make administrative and clinical requests at least during core hours.</p> <p>Consistent approach to care navigation and triage so there is parity between online, face to face and telephone access, including collection of structured information for walk-in and telephone requests.</p> <p>Slides attached to the minutes.</p>	ES
12.00	<p><u>Breast Screening Programme.</u></p> <p>This has been postponed until next PPG meeting.</p>	MP
12.20	<p><u>AOB</u></p> <p>Discussed about future meetings to be in the evening. With the facility to attend via zoom. Hopefully more patient attendance.</p> <p>Invite Oscar Patel from PCN to demonstrate on how to set up and use zoom call for attending meetings.</p> <p>Patient mentioned they have heard about GP Industrial action. Advised not to listen to social media and the correct information will always come from your GP.</p> <p>CM – Explained about Social Prescribing and the services that are available.</p>	<p>DH / MP</p> <p>DH</p> <p>CM</p>
	<p>Next Meeting 29/10/24 11am @ WLHHC</p>	

TIME	ITEM	OWNER

ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
01/8/23	Dates of future meetings for the next 6 months to be reviewed and shared with practices and members.	MP	Ongoing
01/8/23	Increase PPG engagement communications across the locality – Practices to have at least one member attend the next meeting.	Practices	Ongoing
18/6/24 20/8/24	<p>Invite Pharmacist to a future meeting to explain the process of a pharmacist / prescriptions. If not a detailed explanation to share.</p> <p>DH – Explained that the pharmacist wasn't available to attend due to workload.</p> <p>Gentleman from previous meeting was asking why the pharmacy wouldn't tell him when his prescription was ready for collection. Was being told to contact the GP practice but practice was saying how would they know when ready.</p> <p>DH – Explained that the pharmacist wasn't available to attend due to workload. But did speak to the non-clinical pharmacy manager who has given an explanation.</p> <p>Lots of changes at the moment, prescriptions are not always done in house with many sent to a unit for processing. All prescriptions received by 12 noon are sent which will be processed and returned to the pharmacy by 12 noon the next day. Any received after 12 noon will take 48 hrs to process. A few prescriptions are processed at the pharmacy but due to the pharmacy having minor ailments to action this is having a massive impact on their day. This is the reason for prescriptions being sent on for processing off site.</p> <p>The prescription has a barcode and if the patient are signed up to text message they will be informed when prescriptions are ready for collection. (Being trialed at the moment)</p>	MP / DH	20/8/24

	<p>This also is impacting on answering the telephone and why they can't give an exact timeline of when ready for collection. Patients can still hand in prescriptions at pharmacy but wouldn't be ready straight away and would need to return later in the afternoon to collect if ready.</p> <p>Leaflet from Peak Pharmacy handed out.</p> <p>Patient asked about medication that had ran out at the weekend. Advised that the 111 service can provide emergency prescriptions, this service is also available online. The pharmacy can also provide an emergency prescription, if they don't have the medication 111 can advise them which pharmacy will have the medication that is needed.</p>		
18/6/24	Minor Surgery feedback for next meeting.	DH	20/8/24
20/8/24	<p>DH – Explained about the Minor surgery service for Salford and what services are available – Skin Tags / Lumps & bumps / Non-surgical Vasectomy.</p> <p>Turnaround time 2 – 8 weeks.</p> <p>Clinics based at Cleggs Lane / Willows & Bolton.</p> <p>Positive Feedback from patients read through.</p>		
20/8/24	Discussion to agree an evening time for future meetings	MP/DH	
20/8/24	Invite Oscar Patel to demonstrate setting up Zoom / Team calls to patients for future meetings.	DH/OP	

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/Board, 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
HCA	Health Care Assistant