

Ordsall Health Surgery PPG Meeting

5pm Wednesday 6th October 2021

Attending: Teams meeting

and Apologies

Welcome and Introduction.

No:	Item	Actions
1	<p>Matters Arising</p> <p>Nothing outstanding</p> <p>Action Brought Forward</p> <p>None</p>	All agreed
2	<p>Flu Vaccines:</p> <ul style="list-style-type: none">• Over 65 years arrived at the surgery on Tuesday 5th October, still waiting for the under 65's, advised that they will arrive WC 18/10/21.• Home visits are scheduled for Monday 11th & Tuesday 12th October by Emily (PN) & Maria (FNP). The over 65's clinics are scheduled WC 18/10/2021.• Practice to get this information on the practice website etc. and communicate to patients, we have not had the opportunity to do this yet as there was no guaranteed date for the arrival of the vaccines.• Due to social distancing all clinics will be bookable, so there will be no walk-in sessions available this year.• WMc enquired as to how she managed to book an appointment for the jab w/c 18/10/2021 if this week was dedicated to the over 65's. MD advised that we	Practice to advertise and text messages to be sent out by COP 08/10/21 (SW/MD)

	<p>should have had all the vaccines in by the end of September and the clinics were put in on the understanding of this delivery date. MD advised that if the under 65's vaccines have not arrived by 18/10/21 then unfortunately all the booked under 65 appointments will have to be cancelled.</p> <ul style="list-style-type: none"> • There has been an issue with the roll out of the flu vaccinations nationally for general practice. However, local chemists appear to have received stock! 	
3	<p>Prescriptions:</p> <ul style="list-style-type: none"> • Forum enquired about prescription issues that were raised during the last meeting. SW advised that the practice now meet with the pharmacist on a bi-monthly basis to discuss any issues. • We still ask patients for 3-days' notice to order prescriptions. There will be occasions where prescriptions will be ready within 1 or 2 days, the 3 day max is to ensure that the clinicians have enough protected time to process. • We do have very high demand for medication on a Friday, patients demanding non repeat meds which then must be assigned to a GP who is already overwhelmed with day to day tasks. • Issues around patients asking for medication that may have been prescribed by hospital, but GP may not have received hospital letter, cause delays. • Are we as a practice communicating in the event of issues with meds, patient comes to collect script, but something is missing or there is an issue, we wait until the patient comes into the surgery to collect then inform them? Perhaps we need to look at our communication process. 	<p>PPG to monitor and advise practice management of any personal issues around medication and we can address this at the time MR agreed to inform management.</p> <p>Practice to look at their communication and review prescribing policies. (SW/MD)</p>
4	<p>PATCHS/Online & Face to face:</p> <ul style="list-style-type: none"> • KS informed the forum of recent changes with regards to the appointment system. WC 11/10/2021 we will have face to face pre bookable slots, on the day telephone & face 2 face slots, emergency slots & online booking slots. • Unfortunately, we have had to suspend PATCHS for a period, some patients use PATCHS incredibly well and others not so well, some patients like PATCHS some are not so keen. We will have to reinstate PATCHS in the next few months as we are contractually obliged to offer a form of online communication tool with 	<p>Practice will review the decision to suspend PATCHS</p>

	<p>our patients, but the overwhelming number of requests (some of them were completely inappropriate) that were coming through were not manageable and GP's could not cope with the demand.</p> <ul style="list-style-type: none"> • The partners decided to freeze it for a few months and will review this later 	
5	<p>Citizen Panel Brief:</p> <ul style="list-style-type: none"> • WMc & AS updated the group with regards to patients being referred into secondary care. • The waiting lists in Manchester alone is currently at 350,000. A website is currently being set up for patients to access referral information, they can get advice and ask questions on this website. • The website is called 'Waiting Well'. The plan is that this will be going live in November 2021. According to the media A&E are overwhelmed with patients attending because they cannot get access to their GP. • A survey was recently carried out in an A&E department which identified that this was not the case. Patients had not contacted their GP prior to attending A&E. 	
6	<p>Access Improvement Plan:</p> <ul style="list-style-type: none"> • MD advised as part of Salford Standard this year the practice have had to submit a report and an improvement plan, looking at access pre and post covid. • MD has been liaising with Healthwatch who have offered lots of support to practices with regards to carrying out surveys, however this will not happen until November sometime. • MD enquired if any of the members would like to participate in this piece of work. All happy to help out with this. 	<p>MD to liaise with Healthwatch and PPG members</p>
7	<p>Cancer Screening QI Project:</p> <ul style="list-style-type: none"> • MD advised as part of Salford Standard and QOF this year we have been working on improvement plans to increase the uptake of bowel, breast, and cervical screening. Current data shows that bowel screening we are OK and 	<p>MD to liaise with PPG members to come into the surgery to do some promotional events</p>

	<p>have reach the target of 60%. With regards to breast we are only 50.3% and the target is 70%. With regards to cytology we are poor at 59% for our 25-49 years and 67.9% for our 50-65-year olds. This is the lowest that we have ever been, and we are working on increasing these numbers. We are currently sending text messages out to both cohorts.</p> <ul style="list-style-type: none"> • All our female GP's are trained smear takers along with our practice nurses. We encourage all our female GP registrars to commence smear training on appointment with the practice. • We have ordered some banners; we are really keen on promoting and with the help of the PPG we can aim to get our targets up by the end of March 2022. 	
8	<p>Patient feedback & promoting the PPG:</p> <ul style="list-style-type: none"> • MD provided recent feedback from the national GP survey. We are really proud of the results we are currently ranked 1,380 out of 6,658. The whole practice team are exceptionally happy that given the pandemic, the negative media feedback, high staff turnover, overwhelming workload we have done extremely well. • We are going to aim to get that figure up over the next 12-months. There was no time to share friends and family feedback so MD will share this with WMc who can then disseminate to the rest of the PPG members. 	<p>MD to email F&F feedback over to WMc</p>
9	<p>AOB:</p> <ul style="list-style-type: none"> • J shared a beautiful poem that he had written about GP practice. • What an exceptionally lovely, thought provoking emotional poem and was very well read. <p style="text-align: center;">Thank you very much J !!! 🙌🙌🙌🙌</p>	
10	<p>Date and time of next meeting TBC, but all agreed in January sometime</p>	

