

**Swinton Primary Care Network
Patient Participation Group
10th February 2025, 5pm
The Poplars Medical Centre, Meeting Room**

Attendees:

JG, Silverdale Medical Practice Patient
JC, Project Manager, SNPCA – (Minutes)
AS, Practice Manager, Silverdale Medical Practice/SNPCA
Dr JP, GP, The Lakes Medical Practice
Dr KM, GP, Silverdale Medical Centre/SNPCA
Dr PB, GP, The Sides Medical Centre
AG, Silverdale Medical Centre Patient
DG, Silverdale Medical Centre Patient
MW, The Lakes Medical Practice Patient
DC, Poplars Medical Centre Patient
GC, The Sides Medical Centre Patient
DE, The Poplars Medical Centre Patient
SH – The Lakes Medical Centre Patient
CR, The Sides Medical Centre Patient – (Meeting Chair)
SR, Silverdale Medical Practice Patient

Apologies for Absence:

GH, The Lakes Medical Practice Patient
ES, Admin assistant, SNPCA
Dr DS, GP, Poplars Medical Centre
DE,
ML – Healthwatch

Review of previous minutes (11/11/2024):

Minutes agreed as a true reflection of the meeting, the following action points were discussed:

ACTION: 13/5/24 - Invite Health Watch to next meeting – (February 2025)
Healthwatch were invited but ML sent his apologies. **Another invite for the May meeting will be sent.**

ACTION: AS sending out questionnaire for comments on service for next meeting.
The questionnaire was discussed at November meeting. Comments were noted and AS will amend and send out to the group for further comments next week. **The aim is to have the questionnaire ready to send out before March so results can be collated and brought to the meeting in May.**

ACTION: AS to bring percentage data of patients using NHS APP – Gender / Age.
Silverdale app usage is increasing, and it is understood that all other practices app usage is increasing but the question is how quickly. **AS will try and bring some data to show this to the meeting in May.**

ACTION: AS to bring Covid & Flu figures for all practices.
Some figures were shared on screen which showed that practices were definitely losing administrations of vaccines to other sources – likely pharmacies as they offer co-administration. The Primary Care Network (PCN) are looking to offer covid and flu vaccines together to combat this.

Some of the group highlighted how they weren't aware that practices missed out on payment if they went elsewhere for their flu vaccine. How can this be communicated properly?

Another potential problem is that the pharmacies can get delivery of flu vaccines from 1st Sept whereas practices cannot obtain until Oct. This may be overcome if the PCN undertake a joint model as they will be ordering more vaccines.

ACTION: AS to share practice waiting room etiquette.

This was discussed due to patient using phones in the waiting room, taking phone calls, watching videos with sound etc.

AS confirmed that they do have posters up in the waiting rooms and could put something on the screens, but not sure this will ever not become a problem.

AS will make an envisage slide and send around to practices for them to use.

ACTION: AS will send out questionnaire to ask patients comments on the service before sharing the results. All the questions are the same as last years.

It was decided that this will be included in the questionnaire as discussed above to help reduce the number of questionnaires patients are being asked to complete.

Healthwatch

Unfortunately, Healthwatch were unable to attend the meeting. They will be invited to the next meeting which is taking place in May.

Any other Business

- RSV vaccination is likely to become available to a larger cohort of people.
- A patient asked if it was still the case that patients cannot register at a practice if they are out of area. It was confirmed that this is the case because practices may not be able to get to the patient when they need them if they do not live in the area. There have been occasions where a patient can be kept on at the practice due to extenuating circumstances as long as they agree to no home visits but this can have an impact on referrals as well so isn't generally done.
- Is there a new incentive for over 65's to get appointments first. Online there is some information about over 65s being priority to get an appointment. No practices have heard of this or adopted this.
- It was brought up that CQC are actively encouraging patients to complain and telling staff to complain as well if not happy. Clinicians within the group are aware of this group.
- Someone within the local pharmacies in Salford are giving out data to 3rd party companies. It was confirmed that if this is anonymous data for research purposes this is ok but if it is patient identifiable information, it would breach data protection. Another member of the group added that they think it is just numbers they were wanting and without them it would mean that no research would ever be done.
- Thought it had been decided that practices would not to use physician associate due to case with Walkden school child who died of a PE which was missed. This was further discussed that in this case it was the fact that the clinician introduced themselves as Dr that is an issue as the patient wasn't aware of the role of the person they were seeing.

It was confirmed that the PCN decided not to take on physician associate, but individual practices still could do if they wanted to. The Lakes are the only practice in the PCN that current have physician associate.

- There was some clarification around the 'over the counter' agenda item and what was meant by 'We can't deny a patient a prescription for medication that otherwise they couldn't afford to pay for themselves without a prescription.'
To confirm this means that for example a GP won't not prescribe something that can be bought over the counter i.e. Calpol for a child just because it is available over the counter. The reason for this is that when saying to people 'you can buy this over the counter' that's an assumption that they can afford to buy medications when they otherwise would have got this for free with a free prescription.

Date and time of next meeting:

Monday 19th May 2025 – 5pm

Silverdale Medical Practice, 659 Bolton Rd, M27 8HP