

**Swinton Primary Care Network  
Patient Participation Group  
11<sup>th</sup> November 2024, 5pm  
The Poplars Medical Centre, Meeting Room**

**Attendees:**

JG, Silverdale Medical Practice Patient – (Meeting Chair)  
ES, Admin assistant, SNPCA – (Minutes)  
AS, Practice Manager, Silverdale Medical Practice/SNPCA  
AG, Silverdale Medical Centre Patient  
MW, The Lakes Medical Practice Patient  
DC, Poplars Medical Centre Patient  
Dr DS, GP, Poplars Medical Centre  
Dr JP, GP, The Lakes Medical Practice  
GC, The Sides Medical Centre Patient  
DE, The Poplars Medical Centre Patient  
AH – Health Improvement Team

**Apologies for Absence:**

CR, The Sides Medical Centre Patient  
DG, Silverdale Medical Centre Patient  
GH, The Lakes Medical Practice Patient  
SR, Silverdale Medical Practice Patient  
Dr KM, GP, Silverdale Medical Centre/SNPCA  
BM, Practice Manager, Poplars Medical Centre

**Review of previous minutes (12/08/2024):**

**B/F ACTION : 13/5/24 - Invite Health Watch to next meeting – (February 2025)**

**ACTIONS for this meeting.**

**ACTION : AS sending out questionnaire for comments on service for next meeting.**

**ACTION : AS to bring percentage data of patients using NHS APP – Gender / Age.**

**ACTION : AS to bring Covid & Flu figures for all practices.**

**ACTION : AS to share practice waiting room etiquette.**

**NHS App**

Another push for promoting the NHS App, JG explained that his details are overlapping into his wife's details. Advised that when using the APP you need to completely log out of the browser and log back onto browser with other patient details.

JG asked about the Patient questionnaire for services at GP practices they are receiving. AS is going to target all patients from the last 3 months for the 4 practices. A text link will be sent to complete along with a proportion in written postal format who don't have the text option. Previous response rate was approx. 30%.

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

AG advised her patient history is still not fully showing on her APP, AS will look into this and have updated. Patients can request to have full access to medical records on your APP showing medical records from birth to current date.

Discussion on how we are going to market and promote the NHS APP to all patients showing how easy it is to use for appointments and repeat prescriptions. It was explained that information is on the envisage screens in Silverdale on how to go into the APP, also had a trainer in showing patients how to sign up to the APP.

When patients order prescriptions, they are sent a message explaining about the NHS APP which helps by bypassing the receptionist as the request goes direct to the GP. There are some patients that don't want the App even when training is offered, many reasons including being frightened. We have promoted on Facebook / Websites / Tutorials online. DE advised Walkden have also had a group session but didn't get much uptake.

People need persuasion and access to information. NHS also have to give patient choice to be able to contact practice in anyway otherwise we would be in breach of contract.

DC explained he has offered his services to help train and explain the App on several occasions, it was explained that we also have to be aware and careful of patient confidentiality at all times. DS explained that they have a digital champion at Poplars and invited DC to join in the next session with the digital champion who goes through how to use the NHS APP. The last session we had 30 – 40 people attend at the Poplars and the uptake for the NHS App is approx. 68%.

Silverdale also had a similar session, text messages were sent out to the group 50 – 64 that weren't using the APP inviting them to the drop-in session. Reception staff also have a tablet to show patients how to use the APP or the online triage.

**ACTION : AS explained that the NHS data shows that the percentage of NHS App use is going up and up and will bring this data to the next meeting broken down by age and gender for each practice.**

## **AH - Health Improvement Team / Salford Council**

Health Improvement has being going since 2015 – Social Prescribing is part of the PCN. This promotes healthy lifestyle services to help support people with **Stop Smoking** services they would get patches/ gum / lozenges / vapes 12 weeks of support. Vapes are an effective way to quit, studies not showing many harmful side effects.

**Physical activity** support across the city, dance / exercise / walking/ cycling / circuit groups.

**Weight Management** called Weigh Ahead at Swinton Gateway on Thursday afternoon & evening. Can help in healthier eating, lose weight and be more active.

**NHS Health Checks** checking cholesterol / blood pressure / blood sugars. Some are also delivered from extended access clinic on Saturdays at The Lakes Medical Centre.

Also, we have a Social Prescriber one day a week at each surgery to connect patients with services available in the community. Referral to exercise groups volunteering opportunities nonclinical. Referral is not needed from the GP.

You can contact Health Improvement direct by Website / Phone / email/ via GP.



**Book via telephone:** 0800 952 1000

**Book via email:** [health.improvement@salford.gov.uk](mailto:health.improvement@salford.gov.uk)

**Book online at:** <https://www.salford.gov.uk/health-and-social-care/health-services/health-improvement-connect/>

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Seeing the Social  
Prescriber.pdf



HIS Swinton  
timetable Oct24.docx

Last year AH helped with our health and equality around the Cantonese population targeting groups for the preventative things like Bowel & Cervical screening. The HIT held a day for the PCN to invite patient groups who weren't engaging with screening to get more information. Anyone could attend.

Feedback really positive from patients on how it has changed their lives.

This was and is promoted by Facebook / Council website/ Surgery's / Banners / Community Events / Noticeboards/ Health Improvement Bus. Will take away the idea of promoting the NHS APP.

Information is shared back to the GP about patients wanting to quit smoking. Data protection is also considered at all times when outside groups are involved.

### **Over the Counter Medicines**

Prescribing cheaper medicines, GP's will always try to prescribe the cheaper items. We can't deny a patient a prescription for medication that otherwise they couldn't afford to pay for themselves without a prescription.

No hard and fast rule, it's just a guideline with the circumstances. Concerns when patients can't afford prescriptions. Not all benefits are entitled to free prescriptions.

There is also the minor ailments scheme where patients can go to the pharmacy for free medication if they are entitled to free prescriptions.

## **AOB**

**AS - Update on GP+ Services** useful for people who work 9 – 5 and can't get to the practices.

- Mon & Tues at Silverdale.
- Wed through to Sat at The Lakes
- Covid vaccinations at the weekends from Silverdale & LHHC.
- Hypertension & Smear clinics.
- Blood Tests.
- NHS Health Checks with Health Improvement Team.

Looking all the time with other practices to see if anything else we should be delivering within those clinics.

**COPD** (Chronic Obstructive Pulmonary Disease) – Company going in delivering on behalf of the practices. A drug company commissioned by ICB.

**Winter Resilience** funding at practices to deliver more surgeries using Advanced Practitioner or GP's from Oct – Mar to put on additional surgeries so practices have more appointments for patients during the winter months.

### **Shared Records**

JG asked about shared records from medical practice and Adult Social Care.

AS - There is a piece of software called Graphnet, which we can get information from the hospital and community services. Some of the information from St Annes Hospice comes over into our notes. We are doing more information sharing. Patients that don't want information shared there is a function to put a code in.

### **Well Being Van**

JG asked if the Well Being Van in Merseyside, walk in service for Covid & Flu if there are any plans for this in Manchester.

AS – It's probably there as they could have a low uptake, it's another way to encourage. It also depends on Greater Manchester commissioning this.

Asked if we know the uptake for Covid & Flu vaccines.

AS – The Covid has definitely slowed down and people not having the vaccine. Since Covid we have seen a drop in Covid /Flu / Childhood vaccinations. There seems to be a lot of anti vacs in the community.

**ACTION : Andrea will provide Covid / Flu figures for all practices in next meeting**

### **World Health Organisation**

Previously lack of address or ID should not be a barrier for new patients, everyone in the UK are entitled to register with a GP.

AS – We do regular training with our reception staff, we can ask for ID but if they don't have ID it's not a barrier for them to register.

What we don't want is patients registering out of their area, example someone from Trafford registering in Swinton this creates difficulties if a patient is unwell for home visits. This is why we do ask for some ID if they don't have or are homeless, they will get registered.

### **Waiting Room Etiquette**

AG – People just don't know how to behave in public waiting areas. Can we promote being considerate to other patients and put phones on silent.

**ACTION : AS to share practice waiting room etiquette with practices.**

### **Positive feedback**

DC had a Covid vaccine last week from Ross Pharmacy Worsley recommended by NHS APP. I was in & out within 4.5 minutes.

PCN practices need to consider for next year about promoting Flu & Covid vaccines together.

### **Date of next meeting:**

Monday 10<sup>th</sup> February – 5pm-6pm  
The Poplars Medical Centre