Moreton

Group Practice

**Patient Participation Group held on 16th November 2022 at 1.30pm**

**In attendance Apologies**

SW (Chair) DG

WE JP

GH

TK

SK

VB

SB

GB

KFr

KFo

GS

JPr

AW

CS (Ass Practice Manager)

VF (Practice Manager)

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| **Agenda Item** | **Discussion / Action** | **By Whom** |
| Update | We are still settling in with the merger. It has been 9 weeks since both Moreton Cross Group Practice and Moreton Health Clinic merged and became Moreton Group Practice. Some system issues we had been experiencing seem to have settled. |  |
| Processes | * Questions were raised again over the ability to book online appointments. This remains unchanged as we cannot triage appointments booked online and therefore inappropriate appointments can potentially be booked in with a GP.
* There were suggestions on ways to advise patients that it is not just GP’s that can help and there are other appropriate services/clinician’s that patients can see. ie ANP’s, PA’s, Pharmacists. There was a suggestion to print A3 poster & display information at both sites. Use a word to draw patients to it ie MORE TO OFFER YOU / FREE / SORRY. – VF advised we could also do a newsletter and include this. CS/VF to look at this.
* The PPG also suggested advertising what our clinicians specialise in. ie Dermatology – Dr Gallard, Respiratory Dr Griffiths, Diabetes specialist etc. (Making sure the reception staff also know this is helpful when booking appointment for patients.

The aim is to get the patient to see the correct person – Marketing this:- *“That our Reception are Care Navigators”* – VF to add this to the newsletter. * Still ongoing issues with phone message and ‘you are number# in line’. This was not showing last week. VF to look in to.
* We are still recommending using the NHS App rather that Patient Access – This will be added to the newsletter.
* A PPG member asked about past issues with MSK referral wait times. Covid seemed to have had an impact on this but it seems to have calmed down now as we have not heard of any issues with wait times.
* Annual reviews are being done again as they were mostly suspended during covid. Confirmed patient choice over a phone consultation or face to face appointment.
 | CS/VFVFVFVF |
| Covid & Vaccine Programme | * Covid vaccination take up is not the best. VF advised she attends tactical meeting regularly and confirms the numbers have dropped throughout. She advised we have a new system now so we can text the patients and they can book via a link. We are using this system and will continue to push through the cohorts.
* We have been co-vaccinating covid & flu joint sessions this year and running flu clinics. The flu vaccine uptake is good.
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| Patient Records Update | * The access to patient records was halted mid-November as surgeries felt they were not ready for access. VF attended a Practice Managers Forum meeting yesterday and the outcome was they are writing to say this is not safe to allow access. We wrote to Emis to ask them not to switch this on for our patients. NHS England are keen to push this until 30th November. With this advice we have coded all patients, so they won’t have access. We have lots of vulnerable patients including safeguarding patients that we need to go through. We have a secretarial team going through the safeguarding patients list.
* There is an issue regarding transfer of records from one practice to another, all records that have been redacted do not transfer over in the redacted version.
* PPG members expressed access is based on individual need, as some need access to their records to fill out forms and some never need access to their full records. Suggestion to Opt- In if you want to see records from a patient right to access.
* If you opt-out of record sharing does this still stand if you completed this a few years ago – VF to investigate this.
 | VF |
| Recruitment | * **Reception**

We have recently taken on 3 new receptionist and are looking to recruit 2 more to help with the increasing demand. This will potentially help with wait times on calls to the surgery.A PPG member asked if we have an in-coming call screen and is this displayed for the team to see. We do have a calls screen located in the call hub, however they were concerned as systems like this can understandably add pressure and stress on staff seeing this.* **GP’s**

We are currently looking to recruit GP’s. We have put lots of adverts out and unfortunately no applications. We will continue to drive this forward.VF also mentioned that Wirral has the most GP’s/per head population in the country.* **Nurses**

We have recently recruited 2 new nurses and in their training period they have been helping in the vaccine clinics.  |  |
| AOB | * Mr KFr has agreed to become Vice Chair of the PPG.
* Secretary – Still not agreed upon. VF will add a headline advertising for a Secretary for the PPG in the Newsletter.
* Terms of Reference – The updated terms of reference are to be issued along with the PPG minutes of Meeting.
 | VFCS |

**Next PPG Meeting – Wednesday 1st February 2023 at 1.30pm**