



## Bluebell Lane Medical Practice Patient Participation Group (PPG)

20<sup>th</sup> November 2019  
Bluebell Lane Medical Practice

### Present:

[REDACTED]	PPG Member	(LC)
[REDACTED]	PPG Chair	(PC)
[REDACTED]	PPG Member	(BB)
[REDACTED]	PPG Member	(IG)
[REDACTED]	Practice Operations Manager	(JT)
[REDACTED]	Communications Officer	(BOM)

### Apologies:

[REDACTED]	PPG Member	(TP)
[REDACTED]	PPG Member	(LD)
[REDACTED]	PPG Member	(PD)
[REDACTED]	PPG Member	(CJ)

Welcome and Introduction	JT welcomed the group and introduced BOM who is the communications officer for the group.
Practice Update	<p><b>Practice Update</b></p> <p>New Starter – Jayne Byrne (Practice Nurse)</p> <p>JT informed members of a new practice nurse to join the surgery called Jane Byrne. She will be working Tuesday &amp; Wednesday's at Bluebell Lane Surgery.</p> <p>New Starter – Jacqui / Leanne (Admin Staff)</p> <p>JT informed members of new admin staff to join the team, Jacqui &amp; Leanne.</p> <p><b>PPG Chair report back from joint PPG Chair meetings at Knowsley CCG</b></p> <p>PC made members aware of a 'National association of PPG's'.</p> <p>PC explained how joint PPG meeting discussed patients not attending appointments also known as 'DNA' within surgeries. PC &amp; LC asked about possibly implementing a 3 strike policy at Bluebell Lane Surgery.</p> <p>JT accepted this idea and explained BOM is currently looking into implementing a DNA policy with our director of operations within the</p>

group. BOM explained we need to implement a policy that takes into account each individual patient needs and situation to make it as fair as possible.

PC suggested charging patients for not attending i.e. £5 for the first non-attendance, £10 for second non-attendance etc. BOM & JT explained we will look into all possible penalties for patients not attending appointments and discuss at the next meeting.

PC asked if we can produce figures on the cost it has on the NHS for patients not attending appointments. BOM to provide this at next PPG meeting.

PC explained the joint PPG meeting also discussed 'Primary Care Networks' also known as PCN's – BOM explained PCN's have been created to allow GP practices to work together on different projects / health campaigns. BOM offered to invite Lee Panter our practice partner to attend the next PPG to discuss PCN's and his experience of attending these meetings.

PC mentioned the joint PPG meeting addressed the need for more social prescribing – BOM explained Care Merseyside is the charity funded by the Maassarani Group of General Practice, which Bluebell Lane Surgery is a part of. Care Merseyside is a social prescribing charity which our clinicians can refer our patient's to in order for them to take part in a host of holistic activities / interventions. BOM currently looks after marketing / communications for Care Merseyside and directly links the charity with our practices. JT explained currently most activities take place at Tower Hill in Kirkby. BOM suggested we are looking into more activities within the Huyton area to refer patients to. IG suggested getting in touch with Vikki Tate / Andrew Bond at Crawford Gardens. They host a range of activities for people within the community to get involved with. BOM agreed to look into this.

PC mentioned PPG joint meeting suggested GP's should attend PPG meetings. LC & PC asked if this was possible. JT explained the only day our GP Dr Simona Aeionei could meet is a Thursday evening as she is not available on Wednesdays. IG asked if this would affect her appointments. JT said we would have to free up some time for her to attend the meetings. LC suggested freeing her up for as little time as possible and for her to meet twice per year, rather than every PPG meeting. Members accepted this idea and JT explained she will discuss this with Dr Aeionei.

### **2019 Flu Campaign**

BOM provided an update on our flu campaign 2019/20. All flu vaccinations are now available to eligible patient's i.e. nasal spray, under 65's and over 65's. BOM explained we ran 2 successful Saturday flu clinics within November and provided over 100 vaccinations over both clinics. The group asked for a percentage of flu vaccinations given so far. JT explained around 56-58% of patients have received their flu jab so far this year, so we are looking positive for hitting our target.

LC asked about receiving a 'lifetime pneumococcal' as this is something PC has recently received. JT suggested we will look into this as she is not aware. BB asked if she was eligible for the pneumococcal vaccination. JT explained all eligible patients are contacted directly if they are due a pneumococcal vaccination.

### **NHS App**

BOM provided an update on a new app available for all patients called NHS app. It is a new online tool where patients can order repeat prescriptions, book appointments, view their medical history and also view blood results. IG explained she already has this application and thinks it is very useful. LC asked if patient access could be used in conjunction with NHS app. BOM confirmed patients can use the both online tools, however we are no longer pushing patient access and rather promoting the new NHS app. The reason for this is because NHS app does not require codes from the practice for patients to sign up. It requires the patient to provide proof of ID by uploading a picture of their driving license / passport. Patient access has been less convenient for signing patients up and has caused difficulties in the past. Another bonus to the NHS app is viewing blood results, which will eliminate the need for patients to call daily to check on blood results, which causes phone queues in the morning.

IG mentioned she was not able to view her medical history on her app. BOM to contact NHS app support to get some feedback on this.

### **My mHealth Patient Education Sessions**

BOM explained we are also offering a free online app for patients with long term conditions such as COPD, Asthma, Diabetes and Heart Disease. The app is a 'self-management' tool which allows patients to manage and track their condition, also providing invaluable tips, advice and exercise videos to utilise.

	<p><b>Patient Drop In Sessions (Coffee Morning)</b></p> <p>BOM updated members on a new project called 'Coffee &amp; Catch Up' where patients can come in to practice to discuss any feedback with BOM directly. Patients can come in on specified days between 10am-1pm to have an informal chat about their recent experiences over a cup of tea or coffee. All members welcomed this idea.</p> <p><b>Patient Feedback (Practice Online Surveys)</b></p> <p>BOM explained we are also receiving patient feedback through new online surveys sent to patients after each appointment they have. The surveys ask a series of questions on their recent experience with the surgery and asks to rate the telephone / reception team and clinicians. It also asks to provide feedback on what we did well and what we could do to improve. PC asked if group members could see some of the feedback given by patients. BOM agreed to put together a report for the next meeting to show results.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• <b>BOM to look into estimated cost for patient DNA &amp; further discuss DNA policy</b></li> <li>• <b>BOM to present patient survey feedback results at next meeting.</b></li> </ul>
Patient Access	<p>At present 33% of patients at Bluebell use Patient Access. Patient access target has increased this year to 40%.</p> <p>JT explained there is a new NHS app coming out for patient access. Every practice needs to be using this app by 2020.</p> <p>JT reminded patients that they can request medication on the app too.</p> <p>Patients will be able to access their medical records on patient access in the future, this has to be requested and GP reviews the request before releasing the information.</p>
AOB	<p>PC &amp; LC suggested possibly having a low carb speaker in for the PPG such as Andy Bishop. BOM offered to ask our new low carb group host Yvonne Milton to come along.</p>

**Next Meeting: Thursday 13<sup>th</sup> February at 5.30pm.**

Upstairs at Bluebell Lane Medical Practice

Please contact Brittany O'Mahony to RSVP your attendance

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