

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



20<sup>th</sup> February 2020  
Bluebell Lane Medical Practice

### Present:

	PPG Member	(LC)
	PPG Chair	(PC)
	PPG Member	(BB)
	PPG Member	(IG)
	PPG Member	(LD)
	PPG Member	(PD)
	Practice Operations Manager	(TC)
	Communications Officer	(BOM)
	GP	(SA)

### Apologies:

	PPG Member	(TP)
	PPG Member	(CJ)

Welcome and Introduction	BOM welcomed the group and introduced BOM who is the communications officer for the group.
Practice Update	<p><b>Practice Update</b></p> <p>New Practice Manager – Tara Campbell</p> <p>Tara introduced herself to the group as new practice manager and give members some background information and explained she is excited to continue working for Bluebell Lane Medical Practice in her new role.</p> <p>New administration staff –</p> <p>Natasha, Anne &amp; Hannah have now joined the admin / reception team at the surgery and will be undertaking reception / administration / telephone duties as part of their role.</p> <p>PC asked if there is a reason for frequent turn over in admin staff. TC explained that 1 lady had left the organisation as she had been offered another job relating to what she had been studying and another 2 members of staff had been transferred to another of our Maassarani Group Practices. This meant Bluebell needed additional members of staff to support the team. PC thought it was a good thing that staff members are able to move around the Maassarani Group. BOM explained we will accommodate staff where possible if they would prefer to work from another of our locations.</p>

#### GP Visit – Dr Simona Aieonei

SA introduced herself to the members and explained how nice it was to be able to meet with them and offered to answer any questions they might have.

IG asked SA if patients regularly give abuse to her and other colleagues. SA explained that it does happen from time to time and most of the time it is related to prescriptions and patients requesting controlled drugs.

IG asked “what is the one thing that would make life as a GP better?” SA explained that a GP has a lot of work and it is a lot of work to share between for 2 full time clinicians however she does have support from a locum GP on Wednesdays. SA also finds it frustrating to see negative reviews about the practice and encouraged all members to share their positive reviews on our website. SA asked if it was possible to have a review section on our practice website. BOM explained she can look into this. SA also asked if we can update our TV screen within practice to share our current feedback. BOM confirmed this would be possible and will add this as an action.

#### **Joint PPG update / Joint PPG ‘Sub Groups’**

BOM explained we had the first joint PPG meeting take place on Thursday 6<sup>th</sup> Feb at Maggie O’Neill Community centre. The meeting updated on the current situation with Maassarani Group working alongside Aston Healthcare to help improve their services. Aston patients were also present at the Joint PPG and will be involved in future meetings. The main outputs which came from the meeting were a series of PPG ‘sub-groups’ were formulated which patients volunteered to be a part of to help shape and improve future services. The sub groups formulated were as follows:

Patient Education  
Appointments  
Telephone Access  
Digital Education  
Prescriptions

IG explained she had joined the telephone sub group and had undertaken a piece of work with a Roseheath Surgery PPG member. As part of this work IG visited a number of practices to assess the working conditions, staff facilities and to speak personally with telephone hub teams. IG explained a number of suggestions were raised with management (specifically at Aston sites) where she believed the working

	<p>conditions needed to be improved due to lack of natural light and limited space. BOM confirmed as an immediate action, Aston telephone hub staff have been moved to a much bigger space with natural light which should make the team feel much more comfortable. IG explained she also took part in some work helping to develop a 'telephone access survey' which will be sent out to all patients who had an appointment within the past 2 weeks via SMS. The results of this survey will be discussed at the next Joint PPG meeting. The sub group also plans to hold focus groups with vulnerable patient groups to involve them in the improvement of the telephone system to make it accessible to all patients. More updates to follow on this.</p>
AOB	<p>PC / LC brought to attention an issue regarding handing out patient access codes. PC had recently enquired about potentially needing a new patient access code which the member of staff handed out to him. However, this was incorrect as once a patient is registered for patient access they do not need another code if they are to log in on a different device for instance. PC asked if it was possible to ensure all staff be reminded of this. TC apologised for the mix up on this occasion and ensured all staff would be reminded about the process for patient online services.</p> <p>PD suggested an improvement for our text message system to avoid patients not attending their appointments. He give an example of recently receiving a text from the hospital which stated he could be charged £160 for not attending his appointment and to please click YES to confirm appointment or NO to cancel appointment. PD asked if it might be a good idea to add a similar note to our reminder texts to say this appointment costs the NHS ... or you could be charged ... for missing this appointment. BOM explained she will consult with management to see if we are able to change our current reminder text and will discuss at next meeting.</p>

**Next Meeting: Wednesday 22nd April 2020 at 5.30pm.**

Upstairs at Bluebell Lane Medical Practice

Please contact Brittany O'Mahony to RSVP your attendance

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