

Bluebell Lane Medical Practice

Patient Participation Group Meeting

Wednesday 27th October 2020

Zoom Virtual Meeting

Present:



PPG Chair (PC)
PPG Member (LC)
PPG Member (IG)
PPG Member (LD)
PPG Member (PD)
Group Comms (BOM)

Apologies:



PPG Member (BB)
Practice Manager (TC)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked them for their time.
Apologies for absence	Apologies from PPG member BB and practice manager TC.
Practice Update	<p>New Admin Staff</p> <p>BOM told group of 3 new admin staff members Jordan, Chloe and Abbie. New staff members have been recruited due to 3 members of staff now on maternity leave.</p> <p>Flu Vaccinations</p> <p>BOM explained the practice has started their flu vaccinations for this year and ran a successful Saturday clinic on 24th October from North Huyton PCRC. There is another Saturday clinic planned to take place on 7th November from the same location. IG asked how many people attended the clinic. BOM confirmed it was over 200 patients that were vaccinated on 24th October. The percentage of patients we have now vaccinated who are at risk is 384 (22%). Considering we have only hosted 1 Saturday clinic and got the main bulk of this percentage vaccinated on this date, we are confident by hosting more of these Saturday clinics the percentage should go rise quickly. We are aiming to hit our target by the end of Nov.</p> <p>PC expressed his concerns about the delay in flu clinics taking place this year, which all other members agreed with. PC explained given the delay</p>

of the flu vaccinations it is clear that if and when the COVID-19 vaccine comes out, better planning is needed and ensuring there is easy access for our patients.

BOM explained how we were unable to host the flu clinics at our Bluebell practice upstairs as a one way system must be in place due to COVID-19 infection control. There is no lift at the back of our surgery and is for staff access only and would not be safe or accessible to the general public. We opted to host the clinic at the nearest practice possible which is North Huyton PCRC.

PC asked if the practice could work alongside the chemist for flu jabs. BOM explained patients can be vaccinated at their chemist pending the availability of the jabs at the chemist. However, chemists operate entirely separate to GP practice's and are independent businesses so it is unlikely practices would work with the chemist in terms of sharing flu jabs. We order them separately to the chemist as we order based on the number of patients we have who are 'at risk' and the pharmacies don't work this way. However, we always promote the chemist's service if a patient cannot make it to the practice for their flu jab.

IG explained how she is waiting for a jab at her chemist because she does not want to use public transport currently due to COVID-19. IG says she has spoken to other patients who feel the same.

PD said how there must be a way around the 'one way system' at Bluebell Lane Medical Practice. BOM explained we cannot host the clinic upstairs but downstairs or outside can be used. However, the other practices within the building have been using the downstairs for their own clinics. BOM agreed to scope the possibility of working alongside the other practice to host clinics downstairs or in the car park.

PC expressed how he is not very happy with the delay this year. BOM takes this on board and explained how Knowsley CCG were initially planning mass flu vaccination sites which did not come to fruition which did mean a delay on our own planning. BOM says we are now playing catch up and prioritise our most at risk to get their flu jab and the clinics we have ran have been successful.

IG pointed out that she received an SMS at 6pm on Friday afternoon to tell her about the walk in flu clinic on Sat 24th Oct and explained this was leaving it a bit late for people to plan. BOM advised the SMS messages were scheduled to go out in the 'daytime' as our SMS system does not allow us to select an exact time for the texts to go out. BOM ensured messages would be sent by Thursday the latest to give patients enough time to plan.

eConsult

IG asked about recent eConsult delays. i.e. completing an eConsult on Tuesday and not receiving a call from clinician until Thursday / Friday. IG says the practice usually send an SMS to say the eConsult has been received and clinician will call but this didn't happen.

BOM apologised for the delays and explained it is down to the sheer

	<p>amount of requests currently coming through via eConsult. The surgery is busier than ever and we are trying our best during this challenging time. PC asked could there be some training issues with the new staff where they have forgotten to send the SMS to communicate the eConsult has been picked up. BOM said she will ensure this is passed on to the practice manager and team.</p> <p>LC shared concerns about eConsult pain threshold being frustrating, as when a pain threshold of 7 is selected it directs straight to A&E. BOM explained eConsult system is created by GP's for GP's and understands it may be frustrating if a patient feels they need to be seen by a GP and the form is directing to A&E. However patients must be truthful when submitting an eConsult as it directs to the best place depending on symptoms and pain thresholds. BOM understands all peoples pain thresholds differ and will pass on feedback to the eConsult team about the pain threshold system. eConsult is not something the practice can change internally as it is an external system. BOM passed on this feedback to eConsult team and their transformation manager responded the following:</p> <p>"Reducing the number of patients who are diverted away from the platform is our No.1 priority this quarter, development work includes:</p> <ol style="list-style-type: none"> 1. Lowering flagging limits on certain pain scores 2. Introduce the emoji/functional pain scores (to replace 1-10) 3. A general review of urgent flagging 4. A possible change to in-hours eC that would "suppress" urgent warnings, and allowing the eConsult to be completed and submitted to the practice for a quick/same day response <p>Hope the above reassures you, improvements will be soon,"</p>
<p>AOB</p>	<p>Synexus COVID-19 trial</p> <p>PC explained he has received a letter in regards to Synexus COVID-19 vaccine trial. All other group members confirmed they received the letter. PC explained he couldn't seem to get through to their telephone line.</p> <p>PD advised he too received the letter and seen it via Facebook. PD says he is reluctant to volunteer for the trial as he is concerned how the building is very small, especially the waiting room and with him being a shielding patient is reluctant to attend. PD says he also wasn't paid the promised amount when he has taken part in a similar trial previously.</p> <p>PD asked how he is identified by Synexus and explained he is concerned that his data has been passed on to synexus.</p> <p>BOM needed to clarify exactly who sent the letter to patients as she hasn't been made aware. BOM later clarified that she accidentally hadn't been CC'd in to the email stating letters were being sent out and TC the practice</p>

	<p>manager could have clarified had she been present at the meeting.</p> <p>TC later confirmed that Synexus contact the practice to ask if we can promote the trial on their behalf. Letters are sent by the practice and Synexus do not have any access to patients personal information / data unless a patient opts in to the trial by contacting Synexus.</p> <p>BOM apologises she could not clarify at the meeting but was not included in an email which was sent regarding this.</p> <p>PD asked when are doctors seeing patients face to face (F2F). BOM explained all clinicians have been seeing patients F2F throughout pandemic. However clinicians will complete consultations remotely by telephone or video chat where possible. It is the clinicians decision whether to bring a patient in or not. BOM offered to share the statistics of how many people have been seen F2F but members declined.</p>
<p>Date and time of next meeting</p>	<p>Date: TBC Time: 4:00pm – 4:40pm Location: Virtual Zoom Meeting</p>