

Bluebell Lane Medical Practice

Patient Participation Group Meeting

Thursday 14th January

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>COVID-19 vaccinations</p> <p>BOM updated PPG on COVID-19 vaccination programme in Knowsley. The programme is now being rolled out and vaccines allocated to each practice based on their patient population percentage. BOM confirms that each Knowsley PCN (Primary Care Network) has been allocated 975 doses of vaccine for the most elderly grouping. There are currently 3 PCN's within Knowsley, Kirkby PCN / South & East PCN / West PCN. Bluebell practice is roughly allocated around 40 vaccination appointments per week at present of the Pfizer BioNTech vaccines only.</p> <p>We are still awaiting communication of Astra Zeneca vaccine's being available and expect more slots to be allocated once this vaccine is available. 145 Bluebell patients have been vaccinated as of 15th January 2021.</p> <p>PPG members are shocked at the number of vaccines allocated to Knowsley Borough and PC offered to write to local MP on behalf of PPG to hold government to account for the vaccine allocation in Knowsley. All members in agreement of this.</p> <p>BOM advised a COVID-19 vaccine page has been added to the website</p>

detailing all information and asked members to access this page and notify BOM if any additional info should be made available.

<https://www.bluebelllanemedicalpractice.nhs.uk/2020/12/15/coronavirus-covid-19-vaccine/>

Action for BOM: Send COVID-19 page to all PPG members.

PC asked are GP practices are contacting patients directly to book for vaccine. BOM advised that we have a central booking team for Bluebell separate from our practice team who are contacting patients to book the COVID-19 vaccine appointments. This is so that the practice admin/reception team capacity is not affected.

PC asked if people are not showing for their COVID-19 vaccine appointments. BOM advised that some people are attending the vaccination hub and deciding they don't want the vaccination and a small number of people are not showing. BOM assured members that if any vaccines are spare at the end of the day NHS staff are being vaccinated should no eligible patients be able to attend at last minute.

PC said considering the number of new cases in Knowsley it is worrying that such little numbers of vaccine are available and that people are not attending. IG said figures have gone down recently. PC confirmed the positive figures from via BBC coronavirus near you 3rd Jan - 9th Jan are 1,399 and this is still significant numbers.

PD suggested we have a shortlist of patients for spare vaccines and should there be any additional at the end of the day these patients can be contacted at short notice to attend. BOM said this is definitely possible and will feed back to the central booking team.

BOM presented PHE COVID-19 vaccination grouping poster which shows each priority group in the order they will be invited for vaccination. LC asked how many patients are in the top 2 categories yet to be vaccinated for Bluebell.

80+ excluding housebound = 64 patients yet to receive vaccine

80+ housbound = 166 patients yet to receive vaccine

Care home residents = 12 yet to receive vaccine

PC asked who is vaccinating care homes. BOM explained each practice is responsible for their own care home patients. We have already begun vaccinating our care home patients and continuing to do so throughout this week. There have been COVID-19 outbreaks in 2 separate care homes so these patients will have to wait until their isolation period is over before we vaccinate. PC asked is the PCN vaccine allocation separate to care home vaccine allocation. BOM confirms that care home vaccine allocation is separate to PCN allocation.

PC asked when the next priority groups are called forward will the practice text and invite for the appointment. BOM confirmed the practice will contact patients either by SMS, telephone or letter.

	<p>IG asked about potential 24/7 clinics. BOM cannot confirm if our local vaccination hubs will be operating 24/7 as we have had no communication of this happening thus far. However, it is more likely that the larger mass vaccination hubs alike the one in Manchester could be 24/7 but will have to await further communication from government.</p> <p>IG asked if patients decline the vaccine and decide at a later date they would like it will they go to the bottom of the list. Management have confirmed that this will not be the case and patients will be offered an appointment should they change their mind as per national vaccination programme priority list. Patients have the right to change their mind and therefore will be offered a vaccine.</p> <p>UK Lockdown</p> <p>TC (practice manager) asked to remind PPG that we are in a national lockdown and the practice is in the same position as we were in March. i.e. nobody should be coming into the practice unless attending a pre-arranged face to face appointment or if patients do not have telephone access to call the surgery. We are having lots of patients attend the practice regardless of these rules and would appreciate any suggestions as to how we can ensure our message is heard by patients.</p> <p>All members agreed it would be wise for all practices within the building to work collaboratively on this and possible create a joint message to say do not enter the building unless you have an appointment arranged.</p> <p>Members also suggested having a rope at the bottom of the stairs with a poster to say do not enter unless you have an appointment. BOM will feed back to practice / building manager.</p> <p>Flu Vaccinations</p> <p>BOM advised appointments for flu vaccinations are still available and for PPG to share this information with patients where possible. LC asked how many patients have received their flu vaccination so far.</p> <p>899 patients have received flu vaccination 20/21 equalling 50% uptake so far.</p>
<p>AOB</p>	<p>eConsult</p> <p>IG expressed concerns about delays in calling patients after submitting an eConsult. BOM advised eConsult demand since 3rd lockdown commenced has been unprecedented not just for Bluebell surgery but for other surgeries in Knowsley. BOM explained as everything comes through eConsult the demand has significantly increased also given the lockdown measures and the need for remote queries. BOM explained the practice is receiving support from eConsult themselves to try and assist with workflow etc however we are asking that patients please bear with us and we will be</p>

	<p>in contact as soon as possible. BOM advised the telephone message has changed to inform people that patients will be contacted as soon as possible in regards to their eConsult. Our practice will always send a text message to confirm that the eConsult has been received by the team and somebody will call in due course. BOM said clinicians do see all eConsults and will deal with the most urgent on the same day. IG said a clinician she had spoken to was dismissive. BOM will feed this back to the team.</p> <p>LD said she noticed on eConsult she could not find the condition she was enquiring about and asked if it is possible to have a section which says 'if your condition is not shown please use the administration function'. BOM will discuss with eConsult to see what is possible.</p> <p>GP Patient Survey</p> <p>PPG and BOM took a look through the GP patient survey results for 2020 and decided at each meeting there will be a 10 minute focus on the GP patient survey at the end of the meeting.</p> <p>Members noticed that the GP Patient Survey 2020 was undertaken before Coronavirus hit and therefore our practice processes have changed significantly since then and found the results not to be relevant at this time. Nonetheless, the PPG will provide suggestions and feedback on the survey results.</p> <p>PD suggested making these results available via practice website. BOM to action.</p> <p>Action for BOM: provide the GP patient survey link to PPG members Action for BOM: add GP Patient Survey page to website.</p>
<p>Date and time of next meeting</p>	<p>Date: Wednesday 10th March Time: 4:00pm – 4:40pm Location: Virtual Zoom Meeting</p>