

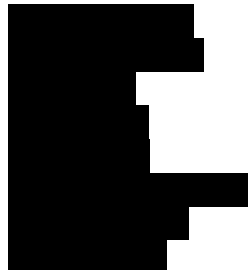
**Bluebell Lane Medical Practice**

**Patient Participation Group Meeting**

Thursday 24<sup>th</sup> March

Zoom Virtual Meeting

**Present:**



PPG Chair	(PC)
PPG Member	(LC)
PPG Member	(IG)
PPG Member	(LD)
PPG Member	(PD)
Group Comms	(BOM)
Practice Manager	(WT)
Operations Manager	(CL)

**Apologies:**



PPG Member	(BB)
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<b>Welcome and introductions</b>	BOM welcomed everyone to the meeting and thanked them for their time.
<b>Apologies for absence</b>	Apologies from BB.
<b>Practice Update</b>	<p><b>New Staff</b></p> <p>TC has now left the organisation. We have a new practice manager Wendy who has joined onto the call today to introduce her-self to the group. We are very happy to have Wendy on board.</p> <p>We also have a new member of staff called Cheryl who is our new operations manager at the practice which is a new role. Cheryl has joined onto the call today.</p> <p>CT introduced herself to the group and provided some background to her role. Cheryl is operations manager for 3 of our practices 1 of these being Bluebell Lane Medical Practice. She will be overseeing new processes and procedures within practice. CT says she has Identified training required across practice and now has action plans in place. CT will be working on projects such as eConsult access and implementing new processes in order for practice to improve in</p>

future.

BOM updated group that we have 2 members of staff currently on maternity leave so we have 2 new admin staff on board. We are happy to have Brogan & Hannah as part of our team and they have previous experience working at our Cornerways Medical Centre practice.

BOM advised we also have a new advanced nurse practitioner starting in the near future called Pettrina. We will invite Pettrina to attend PPG when she starts at the practice. BOM updated group that our advanced nurse practitioner Gaynor B is unfortunately leaving the practice in August as she is moving away from Liverpool. We are very sorry to share this news and wish Gaynor all the best in the future. However she will be around until August so we will invite her to PPG to bid her farewell before she leaves.

### **Changes to eConsult**

Important changes to eConsult as of 15<sup>th</sup> March 2021. eConsult is now only open between the hours of 8am-6:30pm and is closed outside of these hours including weekends.

CL identified issues where administration staff we're booking in e-consultations in chronological order and not necessarily looking at what queries are more urgent than others. This was causing issues with workflow and because of this a new process is being put in place.

PD says it was not made very clear whether you are booked in for a face to face or telephone appointment. CL confirmed this has been flagged up and we have devised appropriate SMS messages to sent to patients.

IG asked how many eConsults the practice receives on a daily basis. BOM does not have this figure off top of head but can report on this at next meeting.

CL says on average 1000 clinical econsults were received been 6am-1pm in 1 week and an additional 500 administration queries via eConsult. These statistics were an average over a 3 month period. PPG members are shocked at the amount of requests coming into

the practice on a weekly basis.

IG asked if demand has gone higher since pandemic. BOM and CL say we do not have this data to hand but can have this for next meeting.

LC asked are deprived areas getting more funding. CL says she is sure we get slightly more funding than those in less deprived areas however these are not big figures. LC would think more funding would be available for the more deprived areas as more requests are coming through the door.

BOM says we could take a deeper dive into figures i.e. daily figures and if demand has increased for next meeting.

**Action for BOM:** Gather data on eConsult figures and trends over past 12 months.

PD says eConsult is a big thing and believes this will be the topic of our conversations for a long time to come as this is the new model. PD does not see telephone routine appointments coming back into play. BOM agrees.

### **COVID-19 vaccination programme**

Currently inviting cohort 1-9 which is patients aged 50+ and those aged 16-64 with underlying health conditions (group 6). Cohorts 10-12 will be invited to attend mass vaccination sites.

We are now also inviting patients for their 2<sup>nd</sup> COVID-19 vaccination based on when the patient had first jab. Currently inviting patients who received 1<sup>st</sup> Pfizer jab between 4<sup>th</sup>-11th Jan 2021. Pfizer vaccination appointments are being released to us week by week so the process for inviting patients for second Pfizer jab is slightly different to AZ. We are inviting all age cohorts for AZ who have had vaccination across the whole month of January. BOM believes this system is due to potential issues with Pfizer vaccine and the EU.

Care home second vaccinations commenced this week (22/03/21). We will be running this programme over the next 3 weeks and we have a schedule to attend nursing homes every Wednesday and

	<p>Friday from now until 16<sup>th</sup> April 21. All housebound patients have now had first vaccination, some patients we have been unable to get in touch with i.e. not answering mobile / home line so letters have gone out to these patients and if and when they get in touch we will organise a home visit at the nearest available date.</p> <p>IG and PD commend staff for the work on COVID-19 vaccination programme. PC agreed to write up email of thanks on behalf of PPG.</p> <ul style="list-style-type: none"> <li>• <b>PPG sub group – patient experience</b></li> </ul> <p>BOM asked if members would be interested in calling patients to gather feedback on their experience of booking and receiving COVID-19 vaccination. PC/LC/IG interested in calling patients for feedback. PD suggested we need to be capturing patient feedback via SMS. BOM agreed there has been issues with patient survey SMS as it is only able to be sent to patients that have had a face to face appointment. New process will mean admin staff send out patient survey via SMS to all patients who have had a face to face appointment and also links to Healthwatch Knowsley and NHS website page.</p> <p>BOM will be in touch with interested members to initiate project.</p>
<b>AOB</b>	<p>PD says issues with patients being charged for responding to feedback surveys sent by hospital. BOM to follow up with hospital contacts.</p> <p>BOM discussed abuse received from patients via SMS when inviting for COVID-19 vaccination. PD suggested sending SMS to patient to advise patients who are abusive are likely to be struck off list. BOM confirmed this is possible as we do have zero tolerance policy.</p>
<b>Date and time of next meeting</b>	<p><b>Date:</b> Thursday 10<sup>th</sup> June  <b>Time:</b> 4:00pm – 4:40pm  <b>Location:</b> Virtual Zoom Meeting</p>