

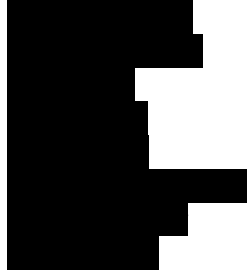
**Bluebell Lane Medical Practice**

**Patient Participation Group Meeting**

Thursday 10<sup>th</sup> June

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)  
 Office Manager (SN)

**Apologies:**



PPG Member (BB)

<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>Practice Manager Update</b></p> <p>WT advised our new advanced nurse practitioner Pettrina is now settling into the team well at Bluebell. Pettrina is replacing our advanced nurse practitioner Gaynor who will be leaving us on 20th August 2021.</p> <p>WT explained we have had some appointment issues the past days and in recent weeks due to isolation and sickness of clinical staff. Some appointments have had to be cancelled and rearranged and we are doing the best we can at this challenging time to accommodate the current demand. LC asked when isolation ends for those double jabbed? BOM confirmed that this is from Monday 16<sup>th</sup> August however, it does not mean isolation ends altogether. People who have had both vaccinations will not be required to isolate after travelling abroad, nor will they need to isolate if they</p>

have been in contact with a person who has tested positive. However, isolation remains should they test positive for COVID-19. This will still pose potential issues for us with staffing at the practice, as COVID-19 is in high circulation across the UK due to easing of lockdown and staff still may need to isolate should they contract the virus. However, WT advised that our staff are given the opportunity to work from home where possible should they feel ok to do so. Laptops are delivered to the staff members household in order to work remotely. This is the case for both admin and clinical staff.

LC asked about the possibility of flu vaccine and booster covid-19 vaccine being administered at the same time. WT advised she had a meeting with our PCN today and there is no definite answer yet. BOM advised the latest guidance reads that there should be a 7-day gap between each vaccine but as soon as we have confirmation, we will inform patients. PD asked if we will be hosting open clinics this year for flu as there was disruption last year with vaccines not launching until around October / November 2020. BOM confirmed we will have much more control over our clinics this year (2021/22) as lockdown has been eased and we are able to run clinics face to face again. Last year was extremely difficult for us as we were amid the pandemic and were under tough lockdown measures. We had very strict guidance to follow from NHS England which meant in house clinics were not safe unless there was a one-way system in place within the building, which we could not accommodate at bluebell. However, the flu vaccine campaign should be able to run much smoother for 2021/22. Should booster covid-19 vaccines need to take place 7 days apart, then we will plan for this and do the best we possibly can for our patients.

SN introduced herself as office manager at Bluebell. SN has 26 years of experience working within general practice and was working with Bluebell Medical Practice when it was located within the house some years ago. She has since worked at Cornerways Medical Centre for several years before returning to Bluebell 3 months ago. SN is highly experienced and she is a great asset to our administration team.

### **Repeat Prescription Messaging**

BOM confirmed she has now re-enabled the function for patients requesting repeat prescription online via NHS app / patient access to include a message when ordering. This is for the purposes of requesting additional medication due to travelling abroad or any other requests relating to their repeat medication. PC advised of a backlog experienced when prescription request showing as approved online but not available when collecting at the chemist. BOM advised there can be some issues at times with the spine, which is the system used to be able to send prescriptions electronically. This should be automatic but there have been times

when delays have occurred and cannot be explained, we apologise for this and will do all we can to rectify as soon as possible. Please contact the surgery should this happen.

### **Patient Data Opt-Out**

BOM informed group that the UK government has now decided there is no set deadline for patients to opt out of their data being shared for research and planning purposes. Patients can do this at any time and we will communicate when a new deadline is set.

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

BOM advised Knowsley vaccination hubs have now closed as we saturated the 49+ cohort and extremely clinically vulnerable. All patients within this cohort have either received their 1<sup>st</sup> / 2<sup>nd</sup> vaccine or have had multiple invitations to book an appointment for their vaccine.

For patients still due a first or second vaccination, they are advised to contact 119 who will book an appointment at a vaccination hub such as local pharmacies / boots / other hubs. Patients 18+ are now able to book their vaccination online or by calling 119.

Knowsley CCG has commissioned a number of pop up vaccine buses at the following locations and times:

- Terminus Road, Page Moss – 23<sup>rd</sup> & 24<sup>th</sup> Aug 10am-4pm
- The Withens, Stockbridge Village – 28<sup>th</sup> Aug 10am-4pm

### **Practice policy regarding home visits**

PC thought it would be a good topic to discuss with PPG members and to know the process.

BOM printed off part of our home visit policy for PPG members to read.

WT and SN provided some background. When a home visit request comes in, we will first identify if the patient is housebound or not. Admin staff will complete a home visit template to ask all necessary questions and get as much information as possible. This is then passed on to the designated clinician who will review the request.

	<p>The decision rests with this clinician to decide if a home visit is warranted or not. The clinician may call the patient to triage over the phone and/or provide a rough time when they can expect the visit to be.</p> <p>PC asked do people have to be permanently housebound to be eligible for a home visit. SN advised that this is not the case as people may be temporarily housebound due to various reasons, but this will be discussed at the time of request.</p> <p>BOM advised that GP's and advanced nurse practitioners have 1 home visit slot allocated per day. Some days, the home visit slot might not be utilised, and the clinician will carry on with other important work such as workflow tasks, signing prescriptions, letters etc.</p> <p>SN explained that at times, patients requesting a home visit might require more urgent care such as an ambulance and if this is the case, we will call an ambulance on their behalf. LC asked would people get preferential treatment depending on their circumstances. SN advised nobody receives preferential treatment and ambulances are allocated based upon clinical urgency.</p>
<b>AOB</b>	N/A
<b>Date and time of next meeting</b>	<p><b>Date:</b> Thursday 21<sup>st</sup> October  <b>Time:</b> 4:00pm – 5:00pm  <b>Location:</b> Bluebell Lane Medical Practice</p>