

**Bluebell Lane Medical Practice**

**Patient Participation Group Meeting**

Thursday 21<sup>st</sup> October

Zoom Virtual Meeting

**Present:**



PPG Chair	(PC)
PPG Member	(LC)
PPG Member	(IG)
PPG Member	(PD)
Group Comms	(BOM)
Practice Manager	(GR)

**Apologies:**



PPG Member	(BB)
PPG Member	(LD)
Office Manager	(SN)

<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 / LD / SN.
<b>Practice Update</b>	<p><b>Practice Update</b></p> <p>BOM spoke about recent changes at the practice. WT has stepped down as practice manager at the practice and moved to another role at one of our partner practices in Kirkby for personal reasons.</p> <p>BOM welcomed GR as new practice manager at Bluebell and advised members it is her first day today.</p> <p>GR introduced herself to the group. GR told the group she has over 10 years' experience within general practice plus practice manager experience at other GP surgeries within Knowsley. GR has worked within our organisation at other sites for several years and is looking forward to work as the new manager of Bluebell Lane Medical Practice. GR says it is her first day at the surgery and she is still receiving training from management on practice protocols / protocols</p>

etc.

BOM advised that a new female advanced nurse practitioner Tracey White has taken over Pettrina Jones role. This was PJ personal decision to move to another site in Knowsley and TW has now taken her place.

TW previously worked at Aston Healthcare as advanced nurse practitioner and we are very happy to have her on board. She is settling into the team well.

BOM explained we have also had several administration staff return from maternity leave and we are at full capacity for staffing. BOM updated members that we have still experienced unprecedented sickness across the admin and clinical team due to COVID-19 isolation and we are managing this as best as possible if and when it arises.

### **Telephone triage model**

BOM updated members that the practice management have decided to move back to a telephone triage model and disabling eConsult to help manage the current demand.

At present, patients are asked to call at 8am to request on the day and routine appointments. Patients are allocated appointments on a first come first serve basis however, a number of urgent appointments are held for any urgent requests to be seen on the day. Our telephone team will signpost to other services such as the walk in centre / 11 / A&E where appropriate.

PD said a member of staff answered the telephone stating all appointments had gone for the day. BOM said staff should ask the reason for the call before further advising. GR said she will discuss this at next staff meeting and address any training needs.

LC feels eConsult was a good system because even if an appointment was in the future you would be informed of this.

BOM advised that there has been mixed reviews from patients on eConsult since it was implemented. However, the demand since COVID-19 restrictions have eased has been unprecedented and we cannot keep up with the number of eConsult requests coming into the practice.

PD suggested recruiting another GP at the practice and this would

	<p>also be good for continuity of care for patients. BOM understands this is an option and it would of course be great for continuity of care. Recruiting additional clinical capacity is always an option for management however, this does not necessarily 'fix' the problem as this capacity would be filled and there would still be demand – there is also a national shortage of GP's, especially GP's who are looking for a full-time position within a single practice, as many tend to prefer locum work in recent times. Even finding locum GP availability has been a battle, especially over the summer months as this is the time of year where many people like to take time off. Our own full time clinicians' book annual leave in summer which then provides additional pressures, and we must cover.</p> <p><b>Flu Vaccines (Over &amp; Under 65)</b></p> <p>Bluebell are running a series of weekend flu vaccinations at the practice. Patients are receiving text message invitations to book an appointment for these clinics and are almost full for the next couple of weeks. Eligible patients can call the call and recall team to book an appointment for this.</p> <p>IG asked if the call and recall team have a call queue target as she waited a while for her call to be answered when booking flu jab. BOM explained that the team usually answer calls quickly but explained something must have occurred at the time in the office when IG called meaning they couldn't answer quickly. BOM will pass this feedback on but usually calls are answered quickly, and they monitor call queues regularly.</p> <p>BOM advised that Cornerways Medical Centre / Manor Farm PCRC will also be running alternate weekend vaccination clinics for COVID-19 booster jabs. Patients will receive text message invitations to book into these clinics and there will also be an option for patients to walk in without appointments. Full info will be provided in SMS messages.</p>
<b>AOB</b>	N/A
<b>Date and time of next meeting</b>	<p><b>Date:</b> TBC</p> <p><b>Time:</b> 4:00pm – 5:00pm</p> <p><b>Location:</b> Bluebell Lane Medical Practice</p>