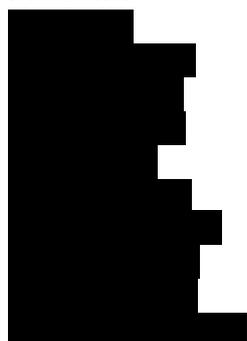


**Aston Healthcare**

**Patient Participation Group Meeting**

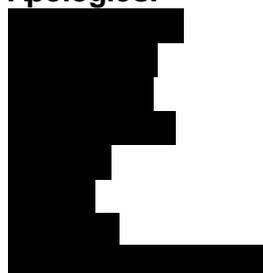
Wednesday 7<sup>th</sup> October  
Zoom Virtual Meeting

**Present:**



PPG Member Knowsley (JB)  
PPG Member Knowsley (LT)  
PPG Member Knowsley (CM)  
PPG Member Knowsley (RS)  
PPG Member Whiston (KD)  
PPG Member Manor Farm (CE)  
PPG Member Whiston (WB)  
PPG Member Gresford (CL)  
PPG Member Knowsley (DJ)  
Group Comms (BOM)

**Apologies:**



PPG Member Knowsley (CM)  
PPG Member Whiston (LM)  
PPG Member Camberley (JKD)  
PPG Member Knowsley (JS)  
PPG Member Knowsley (TM)  
PPG Member Knowsley (JS)  
PPG Member Gresford (PB)  
PPG Member Knowsley (CS)

|  |  |
|--|--|
| <p><b>Welcome and introductions</b></p>    | <p>BOM welcomed everyone to the meeting and thanked them for their time. BOM introduced herself to new member DJ. BOM explained she is the communications lead for Aston Healthcare from and advised how she is the main contact for PPG meetings and hosts most meetings. BOM explained how due to COVID-19 pandemic it was advised face to face PPG meetings be postponed until further notice however she thought it best to keep in contact virtually where possible. Face to face meetings commence when government guideline allow it.</p> <p>Apologies were accepted.</p> |
| <p><b>Chronic Illnesses / eConsult</b></p> | <p>JB asked if patients suffering from chronic illnesses have to use and submit eConsultations as it seems very laborious especially for those who are suffering with a chronic condition.</p> <p>BOM responded that patients who suffer from chronic illness are what we refer to as patients with 'long term conditions. There are two different routes for these patients which are 'planned care' and 'unplanned care'. Planned care is considered a recurrent need and patients will be managed on repeat</p>   |

medications monthly which can be requested by themselves through NHS app or contacting the surgery directly. Another form of planned care is an annual review with our practice nurse / GP. This is managed by our call and recall team who send out yearly invitations to patients with a long term condition which we call 'birthday invites' as we schedule these around the patients birthday.

Another route for these patients is 'unplanned care' which is classed as an acute need. This could be an acute illness which is related to their long term condition i.e. might need antibiotics or an acute illness which is not related to their condition i.e. they are sick. Either way, patients still must come through eConsult so we ask if they are able to get online that they come through eConsult as this is our policy and the quickest way to get through to our clinicians. However, if patients cannot access the internet or struggling to complete an eConsult they can always request to be put on the call back list where a member of staff will go through the form with the patient. BOM explained how we also have our vulnerable patients such as palliative / end of life / learning disability / carers / autism / end stage cancer / non speaking English. We always prioritise requests from our vulnerable patients and will assist them with eConsult too.

DJ asked how these patients are identified and invited. BOM explained that patients are 'coded' within our system in a certain way which allows us to identify their medical requirements i.e. patients with COPD/ Asthma / Diabetes / Heart disease etc. At the beginning of each month the call and recall team generate a list of patients with long term conditions based on their birth month. For example, at the beginning of April patients having a birthday in April will be invited for their annual review and so forth.

DJ asked if patients records are updated regularly as she is concerned that with previous management (prior to March 20) things have been overlooked and not updated i.e. letters. BOM assured PPG members that it is our priority to ensure that patient's records are coded correctly and up to date. Our administration team have a person assigned to 'coding' so whenever letters come from hospitals or other health services we ensure patient's records are updated. BOM explained she cannot confirm that every single letter received before our management team has been looked over as we have over 20,000 patients and this in itself would take up too much time however, when a patient or communication comes through the door it is our job to ensure that details and coding are up to date. CE asked if we run any audits in house. BOM confirmed we do run regular audits and told the group how last week we ran a carers audit where a link was sent to patients to complete an online survey and those without a mobile received a phone call.

CE suggested running an audit for patients over 65 who haven't been in contact with the practice and unobtainable. CE explained how this could run in conjunction with those invited for flu jabs who we have not heard from. CE suggested having a check in call with these patients and have their records updated. BOM explained this is definitely possible and will aim to get this complete before the next PPG meeting. BOM will update at the next meeting.

**Action for BOM:** Run audit for patients over 65 who are unreachable to check in and update records.

|                                   |   |
|-----------------------------------|---|
| <p><b>Care at the chemist</b></p> | <p>JB asked if patients of Aston are able to access Care at the chemist.</p> <p>BOM advised how the 'care at the chemist scheme' is available to patients who are entitled to free prescriptions where they can also get free medications such as paracetamol / ibuprofen from their pharmacist. CL advised she is a pharmacist and it was designed to relive pressures on GP appointments where patients needed to access free medication due to low income etc.</p> <p>WB asked if medical exemption card is linked to care at the chemist. BOM did not have an immediate answer to this but found out that patients with medical exemption cards can access care at the chemist scheme.</p> <p>BOM advised members to check with their local pharmacy if they are still offering the care at the chemist scheme as some chemists pulled out of this scheme so best to double check with the pharmacy.</p> <p>DJ advised that sugar lane pharmacy in Knowsley Village does offer care at the chemist scheme.</p> <p>JB says there is some confusion as we promote patients go to the chemist to receive advice from the pharmacy. BOM says there is definitely confusion as there is the care at the chemist scheme but anyone can access 'care' from their chemist by speaking with a pharmacist about medication queries or minor illnesses to save them coming to the GP surgery.</p> <p>JB suggested promoting care at the chemist more in practice and on the website. BOM will action this.</p> <p><b>Action for BOM:</b> Update care at the chemist web page / marketing materials.</p> <p>BOM updated the group on a new pharmacy related project launching nationally as of end of October called Community Pharmacy Community Services. This project will allow staff to book patients in with a community pharmacist via the booking system for a consultation to discuss medical queries. This has been designed to help GP capacity where patients might not necessarily need to see the doctor. Patients are able to see our in house pharmacists or choose which pharmacy they would like to attend for this service.</p> <p>BOM also explained how our pharmacists undertake regular medication reviews with patients. JB asked if patients request a medication review. BOM explained that we invite patients for them as it is usually patients who are on repeat medications over a long period of time. DG asked are the pharmacists based across all Aston sites. BOM confirmed we have 3 pharmacists called Shabeela, Michael and Hassan who are based across Aston practices but will need to confirm who is assigned to each practice on what days. BOM will update on this at the next meeting and offered to invite one of the pharmacy team to the next meeting to speak with the group.</p> <p><b>Action for BOM:</b> Invite pharmacist to attend next PPG meeting.</p> |
|-----------------------------------|---|

|   |   |
|---|---|
| <p><b>Automatic telephone message</b></p> | <p>RS brought up the issue of the recorded message on the telephone being too long. BOM explained she recorded our own message which was 1 minute long to keep it as short as possible but providing relevant info. Our IT department have automatically added a message which is a further 1 minute long.</p> <p>I explained to RS I contacted the IT department to ask to remove message however, they explained Knowsley CCG requested this message be put on so I will have to speak with them. BOM assured she will follow this up with them and if they cannot remove then aim to re-record a shorter message.</p> <p><b>Action for BOM:</b> Speak with Knowsley CCG re telephone message / re-record message</p> <p>LM asked if the hold messages could be updated as some of them are out of date such as the old website link etc. BOM agreed to have this looked at ASAP.</p> <p>CL suggested the hold messages be more spaced out so the patient experience is more enjoyable as the messages can become annoying whilst waiting.</p> <p>LM explained how she waited in the queue for 40 mins on Monday. BOM explained how we are having some difficulties with staffing due to them isolation and is the explanation for lines seeming busier than usual this week. BOM apologised for the inconvenience but we are finding it a particularly challenging time at the moment.</p> <p><b>Action for BOM:</b> Update hold messages and ensure they are played only once over.</p>   |
| <p><b>Flu Vaccinations</b></p>            | <p>BOM updated the group that flu clinics are currently being held at Manor Farm only whilst we develop plans for other practices. BOM explained how Knowsley CCG advised all practices in Knowsley that this year due to COVID-19 mass vaccination sites would be arranged by Knowsley CCG and a bulk of eligible patients would be vaccinated at these sites. However, months have passed with no solid plans and we have decided to go ahead and make our own plans. However, due to COVID-19 we need to ensure that the flu clinics comply with guidance and there are only select locations which are viable to undertake these flu clinics. BOM advised how some PPG members have been contacted about these plans (those who were part of joint PPG) and BOM will send this out to all members with the meeting minutes.</p> <p>BOM advised how patients most at risk are being invited to the flu clinics which have started as of Tuesday 6<sup>th</sup> Oct from Manor Farm including patients over 65 and children aged 2 and 3. BOM explained how we are going through this list prioritising most at risk and then moving onto other eligible cohorts.</p> <p>DJ asked if there is no scope to have a clinic based at Knowsley Village. BOM explained it is not possible to host the flu clinic at Knowsley as we require patients to enter one way and exit another and we don't have the facility to accommodate this at Knowsley. All plans for flu clinics have to be approved by Knowsley CCG and this simply would not be approved.</p> <p>LM asked if patients are able to call up and request a flu jab. BOM explained</p> |

|   |  |
|---|--|
|   | <p>unless they have been invited they cannot book at this time as it is only most at risk cohorts currently being vaccinated. After this group have been invited we will move onto the next cohort of eligible patients and will be contacted via telephone / sms / letter.</p> <p>LT asked if we are able to have a pop up message on the website explaining the situation with flu this year as most patients will understand if they have this information. LM said if we can have a dedicated flu page it would be beneficial/ The group and BOM agreed and will look to have this implemented by the end of the week. BOM will share content with PPG beforehand to approve.</p> <p><b>Action for BOM:</b> Upload flu pop up to the website.</p>  |
| <p><b>AOB</b></p>                           | <p>BOM asked if any members had AOB:</p> <p>DJ asked why she received the meeting minutes with names left anonymously. BOM explained she had sent the minutes which were posted to the website which have to remain anonymous for GDPR reasons. BOM asked the group if everyone was happy for me to share names with DJ. All agreed.</p> <p>LM asked how long it takes for OOH doctor details to be registered on our system. BOM explained she will look into this as it was related to a personal issue.</p> <p>DJ asked about the possibility of having our own blood clinic in house like previous years. BOM explained we don't have plans for this at the moment as North West Boroughs run local phlebotomy clinics in Knowsley which are accessible to all patients. BOM will ask the question at the practice leadership management team meeting and follow up at next meeting.</p> <p>DJ asked if Knowsley Village Medical is for sale. BOM explained this is not true and Aston will still be located within Knowsley Village Medical Centre.</p> <p>Boots Cables Retail Park – Prescription delays</p> <p>JB explained how she had an issue with a prescription being delayed at Boots in Prescott Cables retail park. This was down to Boots as they apparently have a system where the prescription is sent electronically to them, they then have to send a request to another location and then the medical is delivered to their shop in Prescott Cables. RS explained he uses Chems4U which is always delivered directly to him within 2 days. BOM advised all patients can select a nominated pharmacy if they are experiencing issues and this can be done very quickly by calling the practice.</p> |
| <p><b>Date and time of next meeting</b></p> | <p><b>Date:</b> Wednesday 7<sup>th</sup> December<br/> <b>Time:</b> 4:00pm – 4:40pm<br/> <b>Location:</b> Virtual Zoom Meeting</p>   |