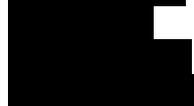
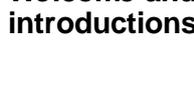


Aston Healthcare

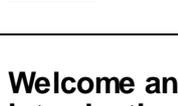
Patient Participation Group Meeting

Wednesday 12th August
Zoom Virtual Meeting

Present:

	PPG Member	(LT)
	PPG Member	(MR)
	PPG Member	(RS)
	PPG Member	(KD)
	PPG Member	(CE)
	PPG Member	(WB)
	PPG Member	(CL)
	Group Comms	(BOM)
	Practice Manager (Leathers Lane & Camberley Drive)	(SQ)
	Practice Manager (Manor Farm PCRC)	(KO)
	Director of Operations	(EH)

Apologies:

	PPG Member	(CM)
	PPG Member	(LM)
	PPG Member	(JB)
	PPG Member	(JS)
	PPG Member	(TM)
	PPG Member	(JS)

<p>Welcome and introductions</p>	<p>BOM welcomed everyone to the meeting and thanked them for their time. BOM introduced herself to new member.. BOM explained she had taken over the role of communications lead for Aston Healthcare from beginning of March and gave a brief overview of the work involved in her role as communications lead.</p> <p>Apologies were accepted.</p>
<p>New Starters</p>	<p>BOM provided details of new starters at Aston Healthcare across all 6 branch practices.</p> <p>BOM introduced KO the newly appointed practice manager at Manor Farm PCRC. KO introduced herself and provided some background of her previous experience. KO has been working within primary care for the past 20 years and is still settling into her role at and is excited about all the innovative work happening at Aston. KO is looking forward to working alongside the PPG and if anybody has any queries please do not hesitate to get in touch.</p>

	<p>BOM listed all new clinical starters and the practices they will be based at:</p> <ul style="list-style-type: none"> - Dr C. Ojukwu - Gresford - P. Penney (Practice Nurse) - Manor - N. Emmison (Advanced Nurse Practitioner) – Gresford / Whiston - J. Byrne (Practice Nurse) – Leathers / Camberley - F.Comley (Practice Nurse) – Knowsley / Gresford - Dr A.Barouni – Knowsley / Whiston
<p>Primary Care Knowsley</p>	<p>BOM advised the practice is undergoing a branding update and have a new logo which will be more prominent on the new website an on any communications.</p> <p>Our new logo contains the name ‘Primary Care Knowsley’ which BOM provides more detail of.</p> <p>Primary Care Knowsley is a GP federation which comprises of 5 GP practices – all of which are separate legal entities. These practices include:</p> <ul style="list-style-type: none"> • Aston Healthcare • Bluebell Lane Medical Practice • Cornerways Medical Centre • Roseheath Surgery • Dr Maassarani & Partners <p>In response to the COVID-19 pandemic, Primary Care Knowsley (PCK) had to develop new ways of working to not only comply with national guidance/legislation but to more importantly meet the needs of the practice population(s). Since 23rd March 2020 COVID-19 has forced general practice to change the way that care is provided to patients with the main emphasis on remote working via total triage, thus reducing footfall and helping to keep patients safe from contracting the virus.</p> <p>BOM explained all of the above practice processes and procedures are streamlined and work closely alongside each other but remain separate legal entities.</p>
<p>eConsult</p>	<p>BOM advised how Aston has just undergone an important change to our eConsult system as of Monday.</p> <p>Since COVID-19 hit, the practice has had to adopt new ways of working, processes and procedures that are fit for purpose and enable us to provide the best service possible to our patients. After looking at our demand and capacity throughout COVID-19 pandemic, we decided it would be best for our eConsult process to be amended slightly to fit with current demand.</p> <p>We realised it would be best for eConsult to be open from Monday 6am – Friday 6:30pm and then closing for the weekend, meaning no eConsults could be submitted over the weekend. Anytime between Monday 6am –</p>

	<p>Friday 6:30pm patients would be able to go online and physically submit an eConsult.</p> <p>Our pledge to patients is that patients can expect a response from us by the end of the next working day. We will always aim to respond as soon as possible but patients can expect a response by 6:30pm the following day.</p> <p>We had requested this change to take place a couple of months back but eConsult could not provide a solid date that this change would take place as they had other urgent work which took priority. eConsult got in touch on Friday 7th August to let us know this change would take place as of Monday 10th August. This left us very little time for preparation which was frustrating as ideally we would have liked a couple of weeks' notice to prepare, plan and communicate. Our website has now been updated to provide information on the new change and we will be sending brand new practice newsletters to patients shortly but if PPG members have any suggestions or feedback on how we can further communicate to patients that would be appreciated.</p>
<p>Practice Website</p>	<p>BOM notified the PPG that Aston is getting a brand new practice website this month. BOM is working directly with a web developer on the project which has a go live date for 28th August 2020 if all goes as planned. Patients will receive a communication of this to advise there may be some slight disruption and to call the practice should they not be able to access the website during this time. However, the planned change is to happen on a Friday afternoon to minimise disruption.</p> <p>To get an idea of how our new website will look you can visit brownlowhealth.co.uk as it will our website will be replicated like this one. The content on our website will be different and we will stick to our own processes but the design and navigation will replicate Brownlow Health's website. Brownlow Health is an outstanding practice based in Liverpool.</p>
<p>Telephone System</p>	<p>BOM advised how Aston now has a brand new telephone recording and options for patients to select. The new telephone message states important information about coronavirus and then goes on to explain how patients can now access an appointment i.e. eConsult. Option 1 diverts patients to practice reception team if they require an eConsult be completed on their behalf or other queries. Option 2 diverts the patient to our performance team who are a team solely dedicated to booking in patient for their annual review, cervical smear, immunisations etc. BOM explained how directing patients to the most appropriate place is vital and will also help keep queue times to a minimum. If anybody had any feedback on the new telephone system and options to let us know.</p>
<p>Aston Healthcare – the name</p>	<p>RS brought up an issue around negative press and talk around Aston Healthcare especially through a platform known as 'Knowsley Village Forum' (Facebook group). RS asked if it was a possibility for the name Aston Healthcare to be changed since it is now under new management.</p> <p>EH advised that at this stage we are not considering a name but we</p>

	<p>acknowledge the name is associated with negative reputation at this time. We hope we will be able to overcome these issues in future.</p> <p>EH explained how Aston Healthcare does not recognise Knowsley Village Forum, as this is unregulated / inspected by the likes of CQC / NHS England and Healthwatch. EH explained how an issue has been raised recently as her name is openly mentioned on the forum. Aston Healthcare has a zero tolerance policy towards the abuse and harassment of all admin / clinical staff at Aston and because of this, patients have been removed from the practice. Posting defamatory comments and comments which are considered as bullying is not acceptable and any patients who continue to write such comments will be removed from the practice list. EH explained how there has been many allegations made via the forum which cannot be backed up with evidence and therefore, untrue. CQC are aware of the issue and are satisfied that Aston has done everything in our power to rectify this issue and has been dealt with appropriately. EH advised that The Liverpool Echo did request a comment from EH personally in relation to this incident and a statement has been drafted. EH explained how we will not be drafting a statement to be posted on Knowsley Village Forum as we do not recognise this as an official / regulated forum.</p> <p>RS suggested having a PPG Facebook Page which is managed by PPG members to post updates and information. EH said this is a possibility but is concerned about GDPR issues surrounding this and must protect PPG member's confidentiality.</p>
<p>Permanent GP 3 days per week (Knowsley)</p>	<p>EH advised how there is now a GP 5 days per week based at Knowsley Village Medical. EH then went on to explain the clinical rota assigned to Knowsley Medical Centre. CE asked if it was possible to include this information for all branch practices within the PPG minutes.</p> <p>Please find this information for all practice sites below:</p> <p>Knowsley Village Medical</p> <p>Dr F. Qedwai Dr F. Kabir Dr A. Barouni M. Lipton -Clinical Pharmacist F. Comley - Practice Nurse</p> <p>Leathers Lane Surgery & Camberley Medical Centre</p> <p>Dr M.Shemoun N. Jones – ANP J. Byrne – Practice Nurse S. Saleem - Pharmacist</p> <p>Gresford Medical Centre</p> <p>Dr C. Ojukwu N. Emmison – ANP F. Comley - Practice Nurse</p>

	<p>A. Uhuaba - Pharmacist</p> <p>Whiston PCRC</p> <p>Dr T. Adenji Dr A. Barouni Dr O. Menakaya N. Emmison - ANP T. White - ANP K. Jones - Practice Nurse D. Warner - Physician Associate</p> <p>Manor Farm PCRC</p> <p>Dr F. Kabir Dr P. Okoroigwe Dr B. Etteh Dr F. Qedwai T. White ANP M. Smith - Physician Associate V. Kirk- ANP J. Noon - Practice Nurse M. Lipton - Clinical Pharmacist</p>
<p>Face to Face Appointments</p>	<p>EH advised how patients who require a face to face appointment will now be seen at their practice location. Previously, patients were required to travel to the nearest 'cold hub' site which were put in place for patients without COVID-19 symptoms. Patient with symptoms of COVID-19 are not seen at our practice sites and rather a 'hot hub' which is located at Nutgrove Villa in Huyton.</p> <p>EH explained how all patients access appointments currently is through our total triage model which is explained below:</p> <p>Total Triage Model of Care</p> <p>In response to COVID-19 we are now operating a total triage model which means that patients will need to be complete and submit all clinical / admin requests via our online facility called eConsult. This can be found on our practice website homepage. When a patient submits an eConsult, the request is reviewed by a clinician and a member of the team will respond by the end of the next working day. Patients who are unable to fill out an eConsult call their practice who will assist them in completing the form on their behalf. Once an eConsult has been received it is then decided whether a patient can be dealt with remotely i.e. telephone / video consultation or if they require a face to face appointment.</p>

All requests now have to be dealt with remotely and patients must not show up to their GP practice unless they have an arranged face to face appointment. For repeat medication, patients can now use the NHS app which allows you to order repeat medication easily online which is then sent electronically to their nominated pharmacy. Back in March 2020 we completed a patient survey for patients to nominate a pharmacy of choice so prescriptions can be sent electronically. Practice staff can also assist with this over the phone for patients and staff double check this when patients need to order repeat medication.

Patients over the age of 65 years are able to order their repeat medication over the phone which is then sent to their nominated pharmacy electronically. For all acute medication (new medication), patients must complete an eConsult in relation to their medical problem.

EH explained that once all appointments have been allocated at all practices, if a patient needs to be seen urgently or requires an emergency appointment – patients will be offered an appointment with one of our on-call clinicians at a 'buddy' site. These sites include Manor Farm PCRC and Whiston PCRC. Aston sites are buddied up based on location.

BOM asked if PPG members had any questions in relation to any agenda items.

CE asked how this is communicated to patients. EH advised this is explained to the patient via telephone when the clinician or admin team make contact with the patient. CE wondered if it was possible to communicate this to all patients somehow. EH explained how we want to keep communications simple and easy to understand and suggested how on our new practice website we could have a page dedicated to this called 'emergency appointments'.

MR asked what do patients do without a PC and unable to complete an eConsult. EH confirmed that we will complete this on their behalf over the telephone. EH advised how we have a dedicated team at all practices to complete eConsults for patients who are unable. Patients are placed on a call back list and will receive a call from 10:30am onwards to go through the eConsult with one of our eConsult advisors.

CL advised of an issue she experienced with her 4 month old child. CL requested an appointment for a non-acute problem and was offered an appointment in 20 minutes time. However, as it was so soon she was unable to get to the practice within this time. CL suggested the practice must be mindful of this and to provide alternatives in these situations. EH explained how we endeavour to see all children less than 6 months old on the same day whether that is an acute or non-acute issue as children of this age can deteriorate very quickly. EH understands that 20 minutes is very little time to prepare for an appointment. EH explained how issues like this are discussed in a weekly clinical meeting with our clinical director Dr Amir. In situations like this, we must offer an alternative if the patient cannot make this particular appointment, but on the other hand it is a positive that we were able to offer an appointment so soon.

	<p>CL mentioned she had looked on the Brownlow Health website and their eConsult process is slightly different for children and will this be the case for Aston website? EH advised that the Aston Healthcare processes will be the same and it is just the design element that will be replicated.</p> <p>CL also noted how she did like how eConsult used to be available over the weekend and this was particularly good for working people and is concerned now that eConsult is shut over the weekend when will people who work get the chance to put in the eConsult. EH explained how over the weekend there is an online self-help facility via eConsult for patients to utilise and patients can also use the usual out of hours services such walk in centres or A&E if an urgent problem arises over the weekend. BOM informed CL that eConsult will be available from 6am Monday morning to accommodate for patients who work from 8/9am onwards.</p>
AOB	
Date and time of next meeting	<p>Date: Wednesday 7th October Time: 4:00pm – 4:40pm Location: Virtual Zoom Meeting</p>