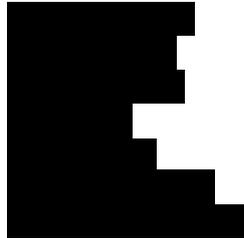


Aston Healthcare

Patient Participation Group Meeting

Wednesday 8th July
Zoom Virtual Meeting

Present:

	PPG Member	(LT)
	PPG Member	(CM)
	PPG Member	(RS)
	PPG Member	(JB)
	PPG Member	(LM)
	Practice Representative	(SS)
	Group Comms	(BOM)

Apologies:

	PPG Member	(WB)
	PPG Member	(KD)

Welcome and introductions	<p>BOM welcomed everyone to the meeting and thanked them for their time. BOM introduced herself to LM as this was the first time meeting. 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>
Future PPG plans	<p>BOM explained how prior to Coronavirus lockdown Aston PPG members were meeting regularly as part of a collaborative joint PPG meeting between Aston Healthcare and Maassarani Group patients. Currently, it is not a contractual requirement for PPG's to meet at this time. However, BOM feels it is important the group continue to meet virtually for those who can until meetings are able to resume as normal.</p> <p>BOM advised the practice is able to support a single 'Aston Healthcare' PPG as opposed to 6 individual practice meetings. This will allow us to focus on the important improvements across the whole company and streamline work better. BOM suggested each practice would have their own agenda item to raise and discuss practice related issues but to work collaboratively as one PPG. BOM hoped all members would be happy to proceed this way and all members agreed to this.</p> <p>We currently have representation from the following practices and would look to involve representation from all practice sites: Manor Farm PCRC Whitson PCRC Knowsley Village Medical Centre</p> <p>A communications campaign will take place to promote the PPG once we are</p>

	<p>able to meet face to face.</p> <p>PPG members were advised terms of reference would be drawn up for the new 'Aston Healthcare' PPG. BOM will shared terms of reference before next meeting and to be agreed at the next meeting. A chair and deputy chair must be elected at the next meeting.</p> <p>Action: BOM to draw up new terms of reference</p>
<p>COVID-19 – How we have adapted</p>	<p>BOM provided a brief update on the current ways of working due to COVID-19 pandemic. BOM explained it has been a tough couple of months with a lot of change.</p> <p>Hot / Cold Hub working BOM explained how patients are now directed to hot (COVID-19 related symptoms) and cold (non COVID-19 symptoms) hubs when requiring a face to face appointment.</p> <p>Aston patient's must be referred to the following for face to face appointments:</p> <p>Nutgrove Villa Huyton – Hot Hub North Huyton PCRC – Cold Hub The Halewood Centre – Cold Hub Whiston PCRC – Cold Hub Towerhill CRC – Cold Hub</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> <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.</p> <p>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 use eConsult to request this.</p> <p>BOM asked if PPG members had any questions.</p>

LM asked who makes the decision to offer a remote / face to face appointment. BOM advised it is the clinicians who decide as they always follow up with a telephone call initially and whilst discussing the queries with the patient will decide whether they require a face to face or appointment or it can be dealt with remotely.

Telephone system update / feedback

BOM updated the group that as of March 2020 the decision was made to decommission the central telephone hub. Our telephone team at Aston Healthcare were originally based within a hub style setting at Manor Farm PCRC taking calls for all Aston branch practices. After reviewing this model it was realised that this system was causing major problems with very long telephone queue times and causing much frustration to patients. Management decided to move telephone lines back to practice sites meaning Whiston patients would speak to Whiston admin staff and the same applies for each branch practice. We also believed this would provide better continuity for patients speaking to familiar member of staff.

BOM presented some statistical data looking at telephone system KPI's before and after the decommission of the central telephone hub.

The following snapshot data was presented which compares March to April along with some other slides of individual practice data.

	Wednesday 18/03/20	Wednesday 01/04/20
	Central Hub	Devolved (Total/Average)
Total Calls	780	733
Total Calls Answered	359	647
Percentage Answered	46	92
Average Length of Call	00:03:28	00:03:04
Calls not answered	421	86
Percentage of Calls not Answered	54	8
Longest Wait Time	00:54:19	00:22:55
Average Time a Patient Waited	00:11:37	00:02:47
Longest Time a Patient Waited	00:54:19	00:40:02

BOM explained there is a significant improvement to the average time a patient waited to which changed from 11 minutes to 2 minutes 47 seconds. The longest wait time was 54 minutes compared to 22 minutes.

BOM explained we still have a way to go to further improve and we already have plans in place to do this.

BOM advised the first proposed change is a brand new telephone recording and options for patients to select, as the current message is very long and no options are provided on current menu. BOM explained that a new recording has already been created which is 1 minute long as opposed to 1 minute 30 second. BOM offered to share this with PPG members before making the change to get the PPG input and feedback. All members thought this would be beneficial and

	<p>would provide feedback on this.</p> <p>The new telephone message states important information about coronavirus and then goes onto 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.</p> <p>Action for BOM: send telephone message recording to members</p> <p>BOM asked if any PPG members had any questions.</p> <p>RS brought to PPG attention how he had difficulty connecting to a GP when he was trying to call his mobile, as his phone does not accept certain types of calls that may appear as spam.</p> <p>BOM advised that we were having some issues with clinicians calling patients. As many of our clinicians have moved to different locations (cold hubs) it meant they would be calling patients from these practice locations. Patients were becoming confused when receiving calls from different numbers than their usual GP practice telephone number. The only resolution to this was having our telephones from cold hub sites set to call from 'No Caller ID' or 'blocked' to avoid confusion for patients and also to avoid patients calling another GP practice reception team. BOM advised this must stay in place at the moment whilst we are operating from cold hubs.</p>
<p>AOB</p>	<p>Knowsley Village Forum –</p> <p>RS / JB / CM spoke about recent activity on Knowsley Village Forum and wondered the best way forward in dealing with queries.</p> <p>BOM advised that Knowsley Village Forum is essentially a Facebook group and is unregulated / inspected by the likes of CQC and Healthwatch. Aston Healthcare would not be able to post official responses as we do not currently have a facebook page and always prefer to direct our patients to regulated and regularly inspected feedback forums such as Healthwatch, NHS website and CQC. PPG members expressed their concerns about posting comments from the PPG to Knowsley Village Forum because of potential backlash. BOM explained Aston Healthcare would never expect any PPG representative to post to Knowsley Village Forum on the practices behalf and instead suggested members direct any feedback on the forum to our general queries email address which is MG.Communications@knowsleyccg.nhs.uk We appreciate any feedback whether that is positive or negative and queries can be dealt with via this email address. PPG members agreed this would be the best way to move forward.</p> <p>BOM asked if members had any other business.</p> <p>LM asked who the current practice manager is at Whiston PCRC. BOM confirmed Gaynor Rowland is acting as interim practice manager currently but will update shortly if there has been any changes or updates on this.</p>

	<p>LT spoke of how it is interesting to hear of all the positive changes that are happening and what we would suggest be the best way to let patients know about this. BOM explained we are about to have a brand new website created which will be much more advanced than our current website and hope to share communications through this. Also we will be releasing a quarterly patient newsletter in the coming weeks which will be available on our website and can be shared to patients email addresses. Patient newsletters will be available to pick up from the practices once patients are able to attend practice as normal.</p> <p>BOM offered to meet with the group virtually every month to keep the momentum and keep regular communication with PPG throughout COVID-19 pandemic. All members agreed and date was set for next meeting.</p>
<p>Date and time of next meeting</p>	<p>Date: Wednesday 5th August Time: 4:00pm – 4:40pm Location: Virtual Zoom Meeting</p>