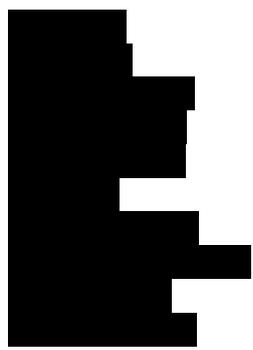
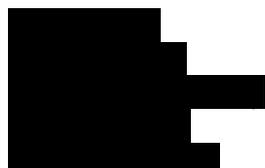
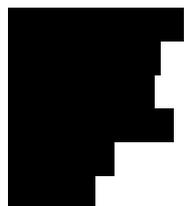


**Aston Healthcare**

**Patient Participation Group Meeting**

Wednesday 10<sup>th</sup> February  
Zoom Virtual Meeting

	PPG Member Knowsley	<b>(JB)</b>
	PPG Member Knowsley	<b>(LT)</b>
	PPG Member Knowsley	<b>(CM)</b>
	PPG Member Knowsley	<b>(RS)</b>
	PPG Member Gresford	<b>(PB)</b>
	PPG Member Knowsley	<b>(DJ)</b>
	Group Comms	<b>(BOM)</b>
	Director of Governance	<b>(EH)</b>
	Practice Manager Manor	<b>(KO)</b>
	Farm/ Operations Manager	
	Practice Manager Gresford	<b>(KB)</b>
	Deputy Manager Camberley	<b>(SS)</b>
	Senior Administrator	<b>(LO)</b>
	Knowsley MC	
	Practice Manager Leathers / Camberley	<b>(SQ)</b>
	PPG Member Knowsley	<b>(CS)</b>
	PPG Member Manor Farm	<b>(CE)</b>
	PPG Member Whiston	<b>(WB)</b>
	PPG Member Knowsley	<b>(MR)</b>
	PPG Member Whiston	<b>(LM)</b>
	PPG Member Camberley	<b>(KD)</b>
	PPG Member Knowsley	<b>(JS)</b>
	PPG Member Knowsley	<b>(TM)</b>
	PPG Member Knowsley	<b>(JS)</b>

<b>Welcome and introductions</b>	BOM welcomed everyone to the meeting and thanked members for their time.  Apologies were accepted.
<b>Managers Welcome</b>	<p>- <b>Manor Farm</b></p> <p>KO introduced herself as practice manager at Manor Farm PCRC and also advised the group of her new title as operations manager for all Aston Healthcare practices. As operations manager KO will be assisting all managers to oversee operational functions across the practices.</p> <p>KO explained Manor Farm have new staff both administration and</p>

	<p>clinical and are currently receiving training at the moment.</p> <ul style="list-style-type: none"> <li>- <b>Gresford / Whiston</b></li> </ul> <p>KB introduced herself as practice manager at Gresford Medical Centre and is currently assisting at Whiston PCRC as practice manager until further notice.</p> <p>We also have new admin and clinical staff at Gresford including nurse Natalie who has received lots of positive feedback from patients since she has started with us.</p> <ul style="list-style-type: none"> <li>- <b>Knowsley</b></li> </ul> <p>LO introduced herself as senior administrator at Knowsley village and is attending PPG in Hannah Williams place as Hannah has now left the organisation. A new practice manager will be appointed on 1<sup>st</sup> March 2021.</p> <p>New staff include Dr Kabir (female GP) and nurse Lynda Kinnaird.</p> <ul style="list-style-type: none"> <li>- <b>Camberley / Leathers Lane</b></li> </ul> <p>SS introduced herself as deputy manager at Camberley MC and is attending in place of Sheree Quick who is practice manager at both Camberley and Leathers Lane sites.</p> <p>SS reported on 2 new members of clinical staff our advanced nurse practitioner Chris Hollway and practice nurse / physician associate Tianyu Liu who is also known as 'Tim'. We also have 2 new admin staff on board at the practice.</p> <p>EH updated the group that we have a new nurse matron on board called Sharon Thompson who is working across all Aston practices. Sharon has previously worked with Halton CCG and working sessions at Manor Farm PCRC of a Monday / Tuesday. ST is very experienced can prescribe as well as diagnose and also has expertise is training practice nurses. ST will be working across all practices as a nurse lead assisting in training and clinical education. EH advised we also now have nurses on board who specialise in different areas such as diabetes and will be passing on training to other nurses who do not have such experience, which is a real positive in regards to clinical capacity.</p>
<p><b>Aston Healthcare CQC Update – Governance</b></p>	<p>EH updated group on recent CQC inspection which was scheduled to take place before Christmas but was moved to 26<sup>th</sup> January 2021. Due to COVID-19 pandemic, this visit was a remote inspection known as a Transitional Monitoring Assessment under the new framework, which is slightly different to previous face to face inspection. Overall, the inspection was positive and</p>

shows a step in the right direction for all practices across Aston Healthcare. The practices still come under the category 'requires improvement' however, the CQC now have the assurance that we are safe, caring and well led. The practice is no longer at risk and we are now on 3 monthly reviews with the CQC as opposed to monthly. CQC have acknowledges all of the hard work from staff over the past 12 months which we are proud of.

Areas to improve are:

Patient Experience

Patient Feedback

How we communicate to staff and patients

There has been a 65% reduction in complaint but CQC do not feel we are maximising good experiences. CQC have asked us to work with the PPG to encourage positive feedback. There is also an issue with patients trust and relationship with doctors. This all goes back to changing the reputation and perception of Aston Healthcare. EH understands it has been brought up by PPG to change the name of Aston Healthcare which we cannot do unless we are rated 'Good'.

PB believes the practices have changed a lot but there still are areas which need focus such as telephone access.

EH informed PB that phone lines are busier due to COVID-19 and lockdown as everything is coming through via telephone. BOM advised everything is now done remotely which means a significant impact on telephone lines which is really challenging at the moment because it is down to demand. EH assured there are enough staff members taking calls but it is the sheer amount coming through that was unprecedented. KO explained monthly meetings are taking place with staff who have fed back an issue with telephone waits, we have reduced physical contact so a lot of contact is made via telephone. KO thinks it is a great idea for PPG to get involved with telephone feedback and suggested compiling a template for PPG members to use when ringing patients.

Coming back to patient feedback and experience JB suggested the PPG make outbound calls to patients to gather their feedback. EH says this is possible we just need to get data agreements signed from those willing to undertake this work. BOM can get PPG members set up with remote telephone lines and provide training on this.

DJ says surely there must be another forum other than Knowsley Village Forum to share information. Her worry is that patients are not being offered face to face appointments.

EH advised we offer roughly 15 appointments for face to face consultations daily per practice, which are booked up most days. If these slots aren't needed they will be converted into eConsultation slots. The practice is following British Medical Association (BMA) guidance on offering face to face appointments which are offered for problems such as suicidal ideation, safeguarding, substance / alcohol abuse, extreme mental health and other areas. EH assured if patients need to be seen they will be seen. Eh explained clinicians will offer

	<p>video consultations where they see fit.</p> <p>DJ asked how do patients use the video and how many patients have been offered a video consultation so far?</p> <p>EH says it is similar to connecting via Zoom whereby the clinician sends a text message or email with a web link which the patient then clicks which links up the video. EH does not know figures off the top of head for video consultations but suggested Dr Amir our clinical director and Sharon Thompson joining the next PPG meeting to share their experience with the group.</p> <p>PB suggested speaking on local Knowsley community radio.</p> <p>PB explained how a lot more technology is required nowadays. What about older population?</p> <p>BOM advised for the older population who don't have access to the internet then they are able to call up the practice and somebody will complete an eConsultation on their behalf. This is the policy for anybody of any age who cannot access the internet.</p> <p>PB said she would like to see a joint PPG across Knowsley to see what other practices are doing. BOM advised this does already exist and is organised by Knowsley CCG involving PPG chairs from each PPG group.</p> <p>RS confirmed he has attended these meetings but did not feel it was productive.</p> <p>BOM explained how we did run a joint PPG for our practices across Knowsley which was all going great and then COVID pandemic hit which did affect the work planned. However, PPG sub groups were agreed at the last meeting with most people on today's call stating which sub group they would prefer to be on. These were broken down into:  Patient Education  Telephone Access  Prescriptions  Digital Access</p> <p>EH suggested taking these groups forward and meeting to form action plans.</p> <p>LT explained how the COVID-19 programme seems to be going well so suggested collecting feedback from patients on their experience of booking this and attending for a vaccination.</p>
<p><b>COVID-19 vaccinatrion programme</b></p>	<p>BOM updated the group on vaccination programme</p> <p>Currently 3 local sites offering the vaccination:</p> <ul style="list-style-type: none"> <li>• Huyton One Stop Shop</li> <li>• Kirkby One Stop Shop</li> <li>• The Hollies, Halewood</li> </ul> <p>Vaccination appointments are released on a weekly basis and vaccinations are</p>

	<p>split equally between each practice based on patient population percentage. For example if 1,000 vaccines come in – Aston would receive 30% which is 300 appointments. Often the number is higher than this which puts a lot of pressure on staff to get these slots filled. However, patients have been very responsive and clinics are being booked up week after week. Priority groups 1-4 (those aged 70+ and those extremely clinically vulnerable) have now received invites for their vaccination via SMS, letter and outbound telephone calls and priority group 5 are now able to be invited (those aged 65-70).</p> <p>Housbound vaccinations begun last week with all those classed as housebound set to be vaccinated by Monday 15<sup>th</sup> February, which is really positive news. All care home patients have now also been vaccinated.</p> <p>RS explained how he had been booked in for a covid jab but when he arrived at the vaccination hub his name was not on the list. However he still received the vaccination. EH advised this could have been an administration error at the hub there are many volunteers working down at the hubs in Knowsley but is glad RS did receive his vaccine.</p> <p>EH informed PPG that staff members are working extremely hard at the moment whilst under a lot of pressure. Lots of staff are working extra hours and over the weekend and many staff are exhausted. Patients must understand that our staff members are also living throughout by pandemic and it is having a mental impact on them also so it is important patients are understanding and kind as there has been a lot of abuse from patients recently.</p> <p>JB would like to express her thanks to all staff at the practices as she understands how hard they are working under difficult and challenging circumstances. EH suggested the PPG maybe write a thank you to staff as they will really appreciate this and positive feedback goes a long way.</p>
<b>Volunteer Programme</b>	<p>BOM updated PPG around volunteer programme for COVID-19 vaccination hubs. Knowsley CCG is currently accepting volunteer applications to work at the local vaccination hubs and BOM will share the details with meeting minutes to pass on to family, friends or colleagues who might be interested in volunteering.</p>
<b>Telephone System</b>	<p>BOM confirmed we are currently in the process of purchasing a new telephone system called Surgery Connect. Surgery connect are currently liaising with Virgin Media to see if it is possible to keep the same telephone numbers for our practices. If this is not possible we will have no other option but to change our telephone number. However we will ensure the old numbers are automatically diverted to the new numbers to avoid confusion for patients and minimise disruption. Further info will be provided to the PPG once an agreement has been made.</p>
<b>AOB</b>	<p>DJ notified group of an issue with patient access. New security password function is asking for letter 10 of the password when there are only 8 characters within her password. BOM offered to inform patient access of this</p>

	<p>issue but it is not something we can fix internally as patient access is a third party organisation.</p> <p>BOM advised all patients download the NHS App which is exactly the same as patient access but we feel it is a lot better as it does not require any links / codes from the practice to set up. BOM will share link to this with meeting minutes.</p>
<b>Date and time of next meeting</b>	<b>Date:</b> Wednesday 7 <sup>th</sup> April 2021 <b>Time:</b> 4:00pm – 5:30pm <b>Location:</b> Virtual Zoom Meeting