

**Aston Healthcare**

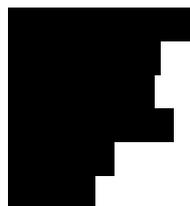
**Patient Participation Group Meeting**

Wednesday 8<sup>th</sup> April  
Zoom Virtual Meeting

**Present:**

	PPG Member Knowsley	<b>(LT)</b>
	PPG Member Knowsley	<b>(CM)</b>
	PPG Member Knowsley	<b>(RS)</b>
	PPG Member Knowsley	<b>(MR)</b>
	PPG Member Gresford	<b>(PB)</b>
	PPG Member Knowsley	<b>(DJ)</b>
	PPG Member Knowsley	<b>(CS)</b>
	PPG Member Whiston	<b>(WB)</b>
	Group Comms	<b>(BOM)</b>
	Deputy Manager Manor	<b>(GR)</b>
	Practice Manager Gresford	<b>(KK)</b>
	Deputy Manager Camberley	<b>(SS)</b>

**Apologies:**

	Operations Manager	<b>(KO)</b>
	Practice Manager Whiston	<b>(LM)</b>
	Practice Manager Gresford	<b>(KB)</b>
	/ Knowsley	<b>(SQ)</b>
	Practice Manager Leathers / Camberley	<b>(CE)</b>
	PPG Member Manor Farm	
	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 from KO, KB, LM, SQ, CE, LM, KD, JS, TM & JS.
<b>Managers Welcome</b>	GB, KK & SS updated PPG on progress at practice level. All teams are doing well at present and feel settled. All practices have a stable clinical team with a range of GP's, ANP's and practice nurses. Manor farm have 2 new senior administrators on board who have a lot of experience within general practice so training is underway with these team members. We also have a new female healthcare assistant at Manor Farm who will be supporting across multiple sites where possible. All sites have had a lot of positive feedback over the last

	<p>couple of months via Healthwatch Knowsley as this is something the staff have been pushing to patients and some of the feedback is fantastic so hope to keep this up.</p>
<p><b>Practice Update</b></p>	<p><b>COVID-19 vaccination programme</b></p> <p>Over past weeks we have been inviting cohorts 1-9 which include patients aged 50+ and those aged 16-64 with underlying health conditions. Cohorts 10-12 will be invited to attend mass vaccination sites at a date to be confirmed in the near future.</p> <p>Our focus now is inviting patients for their 2<sup>nd</sup> COVID-19 vaccination based on when the patient had first jab. Currently inviting patients who received 1<sup>st</sup> Pfizer / AZ jab up to 31<sup>st</sup> January. Our call and recall team has now expanded as we have recruited 3 new team members allowing us to focus on planned activity as well as the vaccination programme.</p> <p>Care home second vaccinations commenced on 22/03/21. We will be running this programme over the next 3 weeks and we have a schedule to attend nursing homes every Wednesday and Friday from now until 16<sup>th</sup> April 21.</p> <p>All housebound patients have now had first vaccination, some patients we have been unable to get in touch with i.e. not answering mobile / home line so letters have gone out to these patients and if and when they get in touch we will organise a home visit at the nearest available date.</p> <p><b>Asthma / COPD specialist clinics</b></p> <p>We are working alongside Liverpool Heart and Chest Hospital on a project whereby specialists Asthma and COPD nurses are hosting clinics within practice for our patients. These clinics are running at 2 of our larger sites due to infection control measures we have to take under NHS England guidelines. This is something our call and recall team are inviting patients for. BOM advised these clinics are running from our Manor Farm and Whiston site but available to eligible patients across all Aston sites. The reason we could not have clinics located at each site is because of infection control measures and current guidelines would not allow us to do this at all practice sites.</p> <p>CS asked what about patients who can not travel to Manor Farm or Whiston. BOM advised unfortunately we are only allowed to hold these clinics from these locations at present and the clinics are not essential appointments and rather a specialist clinic running in conjunction with</p>

Liverpool Heart and Chest. These clinics are different to annual asthma review clinics.

**a) Telephone Access Sub group**

WB updated the group on progress of telephone access sub group. This group was formed to look at telephone access and to help improve this. At the first meeting we looked at the data on the current telephone system, which upon presentation WB found to be very complex and the datasets were not tailored to the practice's needs. WB says when large companies provided telephone systems often they don't take into account exactly what the customer needs and will set it to default – one size does not fit all and this is the case with the current system. WB believes the data does not tell us exactly what we need to know. We looked at the current system vs the new telephone system called 'Surgery Connect' which will be deployed ASAP.

The next step is to review the data once we have our new telephone system in place. BOM advised we are waiting on their development team to implement new software across the board. This has been delayed due to their current demand at present.

**b) Patient Experience Sub Group**

We also launched a patient experience sub group which LT will update on:

LT explained upon our first meeting we discussed the possibilities of calling patients to gather feedback on their experience. It was decided we would focus on patient experience of booking and receiving the covid-19 vaccination as this is a completely new programme and it would be something simple for the group to start on as their first project. A draft script was devised for when LT / RS called patients.

BOM advised we are now awaiting approval of the script with governance team to ensure we have correct safety netting. We did have a remote CQC meeting yesterday which has took priority over the past couple of weeks so we should have approval on this shortly. Also waiting on the new telephone system in order for our PPG members to be able to make calls from our new telephone software as we do not have the capability until we have the new telephone system.

CS asked if this is solely focused on covid-19 vaccination programme and feels it would be better to look at patient experience in general.

	<p>LT advised we wanted to keep it as simple as possible as this is the first time members have done something like this and it would be better to have a focus. Patient experience as a whole is broad and we want to sure there is a focus. PB agreed and thinks it is a good idea to focus on covid-19 vaccination first and thinks it is a great initiative.</p> <p>BOM says CS is free to join onto group if she would like further input and so are any other members who are interested in getting involved.</p>
<p><b>AOB</b></p>	<p><b>Triage Model (eConsult)</b></p> <p>RS is not happy with the current triage process. RS feels as though the flagging within eConsult is an issue as it flags to attend A&amp;E when he knows he needs to see a GP. BOM explained that eConsult was created by GP's for GP's and depending upon the pain scores you provide is how your problem is directed. eConsult works through an algorithm which was designed by GP's. BOM understands the flagging can be frustrating and members have expressed concerns over this in the past which we have fed back to eConsult. BOM also recognises that 1 persons pain threshold is different to another's but this is the best and most advanced software at this moment in time which helps clinicians to triage patient problems effectively. Their team are constantly looking at ways to improve the system but it is not something that we as a practice have control of because they are a third party which has been purchased by Knowsley CCG.</p> <p>RS does not feel happy that administrators receive eConsults and thought this goes straight to a clinician. BOM advised that when patients submit an eConsult this comes through to our email inbox which needs to be sorted by a member of our administration team. The eConsult is simply allocated a slot with a clinician when received and it is only the clinician who will review and contact the patient in relation to their eConsult. BOM advised that we could not have GP's sorting through hundreds of eConsults on a daily basis as it would take up all of their time. However, this is something we recognise needs improvement and KO is leading on an eConsult pathway / access project to better improve how admin staff signpost the eConsults when they are received at the practice. Previously once an eConsult was received this was allocated a slot in order of when the request was received and placing the eConsult with any clinician. However, we recognise that training is needed so staff can better signpost the eConsults to the right clinician. For example if an eConsult is relating to a cervical smear this will need to be seen by a nurse rather than a GP and other problems would be best seen by a GP rather than a nurse clinician. KO has been working on this project alongside other key members of our team and is also informed by our clinical director. Staff will be receiving training on problem areas to flag with particular clinicians which should have a positive impact on our workflow.</p>

CS asked how many appointments are being offered face to face. BOM says 15 appointments are available per day but these can differ from practice to practice. BOM advised that due to covid pandemic we are following BMA guidelines on what we can and cannot see at the practice and we are advised to use remote consultations where necessary in order to keep our patients and staff as safe as possible. If a face to face slot has not been utilised this is turned into an eConsult slot so the space isn't wasted. BOM says that there is nothing more than our clinicians want than to be able to see all patients face to face again and they express this regularly, but as the general public have guidelines so do we as a GP practice and we are just trying to keep everybody safe as well as providing care.

CS asked how many eConsults come in daily. BOM does not have this data off the top of her head but it is a couple of hundred on average per day across Aston Healthcare. BOM says some days are busier than others for example Monday is always a very busy day. BOM offered to take a deeper dive into the data as this would probably take up a whole meeting if she presented this now and does not currently have access.

### **Knowsley MC Blood Forms**

RS says he did not receive any instructions within the envelope he received containing a blood form and was turned away from clinic as he had no appointment. BOM says our current process across all practices is to include a letter with information and or clinic times for blood testing services or alternatively send an SMS with this information. BOM has chased this up with Knowsley MC staff who confirmed they are still doing this so apologise for the mishap on this occasion.

CS & MR expressed the importance of blood testing taking place at KMC. BOM explained this paused due to covid pandemic due to infection control measures and there are local clinics running at present in places such as Nutgrove Villa, Lowe House, Whiston Hospital & St Helens.

CS feels this is unfair to patients who are unable to travel or have mental health issues and do not want to take a taxi to these clinics and would prefer to attend the practice. BOM understands this and the phlebotomy clinics do offer a home visit service for those who are classed as housebound but is unsure as to when the practice based clinics will

return and believes this is due to covid-19 pandemic. After speaking with leadership management team after PPG meeting it is confirmed that these in house blood clinics have been paused as many of these clinicians who run the service have been used to staff covid vaccination centres and local phlebotomy clinics. This service is commissioned by Knowsley CCG and we cannot provide an exact date when this service will resume. BOM will speak to Knowsley CCG with an update on their plans for phlebotomy.

### **Appointments at Manor Farm**

BOM advised that on the rare occasion a GP feels a patient needs to be seen urgently and the practice is at full capacity an urgent appointment would be offered from our hub location at Manor Farm.

CS says the consensus has been on a local forum that people have to travel to Manor Farm to collect a blood form. BOM will speak with practice management at Knowsley as this is not the case. GR confirmed blood forms can be printed and collected at each practice site.

### **The role of the PPG**

BOM clarified the role of the PPG and points members towards the PPG terms of reference which is available on the practice PPG page here:

<https://www.astonhealth.nhs.uk/patient-participation-group/>

CS would like the PPG to work on a newsletter to be shared with patients which is created by the PPG. BOM thinks this is a great action and happy to support.

DJ / CS and LT agreed to meet to lead on PPG newsletter.

### **Action for PPG create newsletter for Aston Healthcare.**

RS would like to recruit some young people to the PPG. Members encouraged to speak with any contacts they know who might be interested in attending the PPG and can register their interest via email as stated on the PPG web page above. RS agreed to cap the PPG at 12 members maximum as otherwise it can become too much and not everyone's voice is heard.

<b>AOB</b>	<p>CS asked by Knowsley MC is closed. BOM says this is untrue as the practice is open from 8am – 6:30pm Monday to Friday. CS asked why the door is shut. BOM says this is for infection control purposes. There is a doorbell outside which patients can use should they need to speak to reception and somebody will come to the door. This is the case at all standalone practices. The bigger buildings such as Whiston PCRC have several receptions located within the building so is slightly different and the front door is open. However our manor farm site has multiple receptions and the front door is closed and has an intercom that patients must use before entering. BOM says we are still experiencing the COVID-19 pandemic and these are the precautions we must take to keep everyone as safe as possible.</p>
<b>Date and time of next meeting</b>	<p> <b>Date:</b> Wednesday 30<sup>th</sup> June 4pm  <b>Time:</b> 4:00pm – 5:30pm  <b>Location:</b> Virtual Zoom Meeting     </p>