

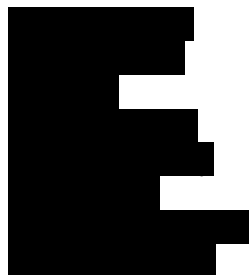
Aston Healthcare

Patient Participation Group Meeting

Wednesday 30th June

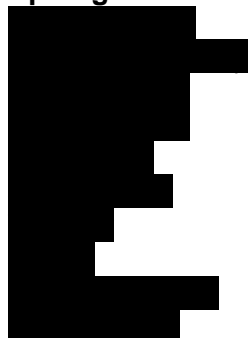
Zoom Virtual Meeting

Present:



PPG Member Knowsley (LT)
 PPG Member Knowsley (RS)
 PPG Member Gresford (PB)
 PPG Member Knowsley (DJ)
 PPG Member Knowsley (CS)
 PPG Member Whiston (LM)
 Group Comms (BOM)
 Practice Manager (SS)
 Camberley / Leathers Lane

Apologies:



Operations Manager (KO)
 Practice Manager Whiston (LM)
 Practice Manager Gresford (KB)
 PPG Member Manor (CE)
 PPG Member Camberley (KD)
 PPG Member Knowsley (JS)
 PPG Member Knowsley (TM)
 PPG Member Knowsley (JS)
 PPG Member Whiston (WB)
 PPG Member Knowsley (CM)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked members for their time. Apologies from KO, KB, LM, SQ, CE, LM, KD, JS, TM & JS.
Managers Welcome	SS introduced herself as new practice manager at Camberley MC and Leathers Lane Surgery. SQ previous practice manager is still working within the organisation but has now moved to a different site. SS explained she was previously deputy manager at Camberley and is looking forward to working within her new role as practice manager. SS advised members there has been lots of positive feedback at the Halewood sited and lots of compliments and lovely gifts being sent to the practices for staff which means a lot during this time.
Practice Update	

COVID-19 vaccination programme

Knowsley vaccine hubs in Huyton, Kirkby and Halewood have now closed as cohorts 1-9 (people aged 50+) have all now either had first & second dose of vaccine or received multiple invitations for a vaccination. Knowsley CCG have scheduled a clinic for next week for patients to receive a second dose but this is only a one off clinic. Knowsley CCG have scheduled a number of pop up bus clinics around Knowsley and will inform patients of these when available. Patients aged 18+ are now eligible to receive a vaccination and can either call 119 to book an appointment or book online via nhs website.

CS advised Wicked stadium in St Helens is open for vaccinations 7 days per week 8am – 12:30pm & 1:30pm – 8pm.

Surgery Connect telephone system

BOM advised we now have a go live date for our new telephone system which is Friday 30th July. This day has been chosen to minimise any potential disruption / issues so that we can work over the weekend to rectify any potential issues, however we are hoping for a smooth transition.

BOM is in the process of organising equipment for staff along with scheduling training for all admin staff and managers.

BOM advised communications will be provided to patients in the run up to go live date as each practice will have a new telephone number. A recorded message will play on the old numbers stating the new number to call and advising patient to re-dial.

BOM is planning to send out a newsletter, SMS messages and a letter to those without a mobile number.

PPG members advised BOM to send out newsletter 2 weeks and 3 weeks before the go live date just to reiterate to patients.

BOM offered to create posters which can be put up in local shops / pharmacies by members if agreed. PPG members agreed and BOM will share posters with members to place in local area.

Sick note Process

CS concerned about the wait time for sick notes to be dealt with. BOM advised that as sick notes are less urgent there can be up to 1 week wait for an appointment for an initial appointment with the GP. This is

	<p>because only GP's are able to issue sick notes and cannot be signed by a practice nurse. BOM advised sick notes can always be backdated and this is not an issue. Patients are also only able to request a sick note extension on the day that the sick note runs out. All sick note requests must be done via eConsult.</p> <p style="text-align: center;">a) Practice Newsletter Review</p> <p>DJ – Would like appointment data to be drilled down.</p> <p>LT – Concerned that the newsletter is too long</p> <p>CS believes it is important to have an in depth first newsletter and then following newsletters will be shorter.</p> <p>LM happy with newsletter as it is.</p>
<p>AOB</p>	<p style="text-align: center;">a) Data opt out</p> <p>DJ asked if communications would be sent to patients about this. BOM confirmed this will be sent out in due course.</p> <p style="text-align: center;">b) Cortisone Injections</p> <p>SS advised patients are referred for cortisone injections. BOM offered to speak with leadership management team to ask why this is not available in practice.</p> <p style="text-align: center;">c) NHS App –blood test results access</p> <p>BOM explained that this is something we enable for our patients on the NHS app but patients must call us to request this.</p>
<p>Date and time of next meeting</p>	<p>Date: Wednesday 25th August 4pm Time: 4:00pm – 5:30pm Location: TBC</p>

