

Aston Healthcare

Patient Participation Group Meeting

Thurs 12th May 2022

Zoom Virtual Meeting

Present

Aston Healthcare

Registered Manager (CD)

Practice Operations Manager for Knowsley & Gresford (KB)

Deputy Practice Operations Manager for Knowsley Village (LO)

Practice Operations Manager for Manor Farm Primary Care Resource Centre (JB)

Senior Administrator for Manor Farm Primary Care Resource Centre (LD)

Senior Administrator for Gresford Medical Centre (LS)

Deputy Practice Operations Manager for Camberley Drive (CD)

Senior Administrator for Primary Care Resource Centre (CO)

Practice Operations Manager for Camberley Drive & Leather's Lane (SS)

Patient Participants

Knowsley Village (RS)

Knowsley Village (CS)

Knowsley Village (DT)

Knowsley Village (L)

Whiston Primary Care Resource Centre (PS)

Apologises

Practice Operations Manager for Whiston Primary Care Resource Centre (JT)

Deputy Practice Operations Manager for Manor Farm Primary Care Resource Centre

(GR)

CCG Representative in relation to proposed budget cuts

Welcome and introductions

CD welcomed participants to the PPG and extended apologies for the delay in reinstating the PPG following post pandemic challenges and a recent change management.

CD provided a brief overview of changes included new Head of HR, People Team, Registered Manager, and administrator staff.

CD reiterated the platform is to be respectful, comments made to Aston Healthcare should be polite and courteous.

The PPG is intended for Aston Healthcare colleagues to feedback to the community, answer questions they may have and provide an opportunity to discuss patient feedback.

Where questions are unable to be answered directly, where appropriate colleagues will seek clarification and feed this back to the group.

Patients were provided the opportunity to introduce themselves – and link to their relevant practices.

Managers Welcome	<p>Each Practice introduced themselves, which representatives are present from that practice and a brief overview of changes faced in recent months. Aston Healthcare is one location in accordance to the registration with the CQC – with 6 branches. Within those 6 branches we have your GP surgeries. Aston Healthcare is continuing to support the recruitment and retention of both clinical and clerical staff.</p> <p>The agenda was shared with the patient participants.</p>
Practice Update	<p><u>Patient feedback</u></p> <p>Patient feedback following a recent survey – from patients who had received an appointment within the last 3-months, was discussed. Patients on the group stated that they did not feel this was a true reflection of Aston Healthcare, as the patients present did not agree with some of the statistics shared.</p> <p>L queried as to when the survey was taken from, noting a previous survey where the link was corrupt and did not work. CD confirmed it was from patients who had had an appointment with Aston Healthcare in the last 3-months. L confirmed their husband had had an appointment in the last 3-months' but had not had an invitation to complete a satisfaction survey. KB confirmed she would investigate why patient did not receive a link to the satisfaction survey.</p> <p><u>Clinical staffing in Aston Healthcare</u></p> <p>Clinicians across Aston Healthcare have been recruited for. There is an on-going recruitment drive to ensure availability of appointments, to meet contractual requirements with the CCG and meet patient needs.</p> <p>RS requested confirmation of salaried GPs within the organisation. CD stated that on average per day there is approximately 12 clinicians across the organisation. Where patients are registered at a preferred branch of Aston Healthcare, appointments can be offered at alternative sites, to meet patient need.</p> <p><u>Proposed budget cuts impacting Aston Healthcare</u></p> <p>CCG representative was invited to join the meeting to feedback to the patient population in relation to the proposed budget cuts facing Aston Healthcare. Patients responded that they were concerned in relation to how this will impact on the opening of surgeries, specifically Knowsley Village. CD offered assurances that this is a 12–18-month process and when proposed this was at the beginning of the process. As such, there will be minimal change for 12-months, at least.</p> <p><u>Zero tolerance policy on abuse towards Aston Healthcare staff</u></p> <p>CD provided feedback that unfortunately there had been a number of zero tolerance policy letters issued to patients within Aston Healthcare, this is due to abuse from patients to Aston Healthcare staff. Aston Healthcare are keen to provide a platform for the PPG to bring concerns to the attention of Aston Healthcare in a constructive manner. However, abuse will not be tolerated. This also extends to virtual platforms i.e.</p>

	<p>social media.</p> <p><u>Care Merseyside</u></p> <p>Discussion around social prescribing working closely with Aston Healthcare. All patient participants noted that they were aware and required no further information, at this time.</p>
AOB	<p>CS noted that previously there was a patient newsletter generated and circulated by the practices. CS notes that this was a useful resource to have, as it provided updates as to what was going on with the organisation and also the practice. As such, CS, in agreement with the other participants of the PPG have requested the newsletter be reinstated. CD has agreed to get this organised for Aston Healthcare. The issues will be in line with the PPG and issued after each meeting to highlight issues raised.</p> <p>RS has requested confirmation of FTE GPs employed by Aston Healthcare. RS would not like this to include locums and / or long term associates.</p>
Date and time of next meeting	<p>Date: 11th August 2022</p> <p>Time: 14:30 to 16:30</p> <p>Location: Virtual via Microsoft Teams</p>

