

NORTHENDEN GROUP PRACTICE PPG MEETING - TUESDAY 29th SEPTEMBER - 5.00-6.00 PM

DATE :-29.09.2020	Location:- Remote
Time :- 5.00 - 6.00 pm	Meeting Chair:- Richard

ATTENDEES

Paul Wright	Richard	Rachel Cooke
Rachel Harding		
Patricia	Philip	Charlotte
Irene	Fred	Mary
Barbara		

APOLOGIES

Rachel Wood	Deirdre	

AGENDA

1	Flu clinic
2	Sharing good feedback
3	Patients struggling to make appointments
4	Online system confusing
5	Update on the chiropodist service being opened up to white card patients
6	AOB – reminder to update consent preference re sharing email address
7	Time and date for next meeting

1. Flu clinic	Phil had appointment for 10:18 - 10:21. He arrived at 10:16 and went through, had the jab and was out before his actual appointment time.
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	<p>Fred's appointment was at 11:30 and said there was a bit of confusion at the door - wasn't clear to some people as to what to do/where to go.</p> <p>Patricia brought somebody last week and everything was fine except that she couldn't get to the door to press the buzzer as people were blocking the entrance; there were three sets of patients waiting.</p> <p>Richard said he went a few days ago and said it was intimidating as there were people stood at the entrance. It was suggested that reception will tell people to stand away from the buzzer. Paul asked if we have somebody waiting, how do we then communicate with them.</p> <p>Paul said that if the building has doctors and nurses in it but we only have one buzzer then we have a major problem. Accessing the building is important - numbers of people waiting outside is not good. Need to work on the logistics to sort this out. The question was asked as to what benefit are we achieving by restricting access to the building.</p> <p>The flu clinic on Saturday 26th September worked really well. Richard and Philip will split the shifts on Saturday 3rd October and Fred will do the full shift on Saturday 10th October.</p> <p>There has been a meeting regarding the flu jab uptake. This is running well and the uptake is very good. 4 out of 10 people who are attending have not been for the flu jab in the last few years. May only have 60% of supplies that are needed. In three weeks' time we may be in a challenging position.</p>
2. Sharing good feedback	<p>Mary said it would be good to share feedback with other surgeries. Paul said this needs to be taken to the partners' meeting as this is currently not happening.</p> <p>Rachel Harding will be sending the neighbourhood partnership update out this week. The neighbourhood priorities have changed over the last six months. The next neighbourhood partnership meeting will be in December. This is open to everybody in the PPG. If anybody wants to be on the distribution list for the information sent out by email regarding the meetings, please let Rachel Harding know.</p>

<p>3. Patients struggling to make appointments</p>	<p>Mary is not a member at NGP - she is a member at Peel Hall and has said they have similar issues there with regarding to making appointments.</p> <p>At Boundary Moor people can make appointments. Boundary is an Altrincham practice and they have a different approach and run an online appointment system.</p> <p>There is a strong push to offer digital access - part of the national coronavirus response.</p> <p>There is a huge amount of work being done by local practices: Telephone and door appointments; Demand by post; Hospital appointments. The impact of the testing service would then impact on surgeries. People in the community need to understand how much work is being done by local practices.</p> <p>Patients cannot currently book appointments directly due to coronavirus but you can go online and complete a form and the practice will then contact you.</p> <p>Barbara mentioned that the prescription review appointment was a confusing system, with 3 or 4 steps being involved, including having to ring up at 8.00 am. This is a point to be raised at the partners' meeting - inefficient service for medication review. It creates congestion on the phone lines if people have to ring at 8.00 am regarding prescription reviews.</p> <p>Richard suggested giving an actual appointment date for the review. Paul said they could identify if the patient needs a face to face review or whether it could be done over the phone. If a face to face appointment is not needed, the patient could be sent a text giving them details of what they need to do eg blood test.</p>
<p>4. Online system confusing</p>	<p>Mary said that residents have found this confusing.</p> <p>Paul mentioned recording a video for students in Halls showing them how to register online.</p>
<p>5. Update on the chiropodist service being opened up to white card patients</p>	<p>When patients are ringing up for a chiropody appointment, they ask if you have a green card or a white card - Rachel Harding has not heard of this. They are currently open for urgent appointments only.</p>

	<p>Philip has a green card and is on the list - rings up every 3 months but is just told that he is on their list.</p> <p>Paul has asked who can get an update on what is happening. What do you do if you can't wait? Rachel Harding will find out what is happening. Philip will also ask when using the service.</p> <p>Update from Philip:</p> <ul style="list-style-type: none"> • There are 4 colours of card red, pink, white and green. • Green (toe cutting only) has been cancelled altogether. White : hard skin , corns ... people are on a list but instead of 2 or 3 clinics a day they are running 1 or 2 a week ... no appointments available for this. I was asked if I was in pain and if I'd said yes I would have been put on a list to be seen. (I am on a white card). • The only people they are seeing is high risk ... open wound , (she did list others but I can't remember them). As there is Covid risk in coming in they only want urgent cases ...). • They are only being given appointments in the short term as situation is changing so quickly and they don't want to be ringing people up to cancel. • So , in summary , if you are in high risk category and have urgent need you will be seen but if it's routine nail cutting you won't ...
<p>6. AOB – reminder to update consent preference re sharing email address</p>	<p>Please email Rachel Cooke with confirmation of updating preference re email address consent</p> <p>Richard mentioned recruiting extra people onto the PPG as several people had shown an interest. Paul asked if there was anything on the noticeboard or QR code on the website. Rachel Cooke said there is some information on the website but that it is outdated. Paul said it would be good to be prepared with a script and have something on the website. Fred also suggested printing something out eg poster/leaflet. Richard then suggested that maybe we delay this for now. He also mentioned that for some of the patients coming to the flu clinic that it was their first visit since lockdown.</p> <p>Patricia mentioned there were some things on the last agenda which did not get discussed:</p> <p>Access to GP records - agreement was that Paul would enable record sharing for members of the PPG. He</p>

	<p>apologised that this had not been done due to time commitments. Paul said that with everybody's permission he would enable this. Needs to read through records to ensure that no 3rd party information is disclosed. He said that at the moment the No 1 concern is just getting through the day.</p> <p>It could create questions and work giving full access eg letters may give confusing information which the patient does not understand. Patricia mentioned that you don't have to give all data to the patient. Paul said the contractual standard is that the patient has sight of all information unless there is an exceptional case of refusing access if it would be detrimental to that person's health. Paul will send email to PPG members once the data has been enabled.</p> <p>Fred mentioned that from next week he will be producing a Wythenshawe Newsletter of 4 pages. Fred has also been running a live online quiz for Age Friendly and is currently posting a song on the Wythenshawe Facebook page each week.</p> <p>Mary reported that staff were very helpful when patients got through - received very good feedback.</p> <p>Irene mentioned that she had received very good service from the practice, from getting an appointment to being referred to Withington Community Hospital and receiving a follow-up appointment.</p>
7. Time and date for next meeting	Tuesday 10th November at 5.00 pm

