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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 28/03/23

Apologies: Jean Battle, Jillian Robinson

In attendance: Annette Addison – PHMP, Katy Tregartha PHMP, David Woodcock, Geoff Evans, Judith Halstead, Patricia Ramsden, Ann Parkinson

**Key notes:**

Ann and Judith fed back about the childhood immunisation pilot – they spent a few hours there and uptake whilst they were there was poor. They attended the feedback meeting last week and believe that attendance did improve. Report from that will follow and Katy will share with the group.

**Practice Updates**

PHMP will be delivering Spring Covid boosters to our patients, care homes will be in the first wave, beginning of April, housebound will be in the second shortly after and the rest in Practice soon after, hopefully to be completed by June. There is a stricter criteria this year;

Adults living I an elderly care or residential home (regardless of age)

Adults 75 years and over

Patients aged 5 and over who are immunosuppressed

Communications have gone out in waiting room and on social media. Eligible patients will be contacted directly by the Practice. We have had to block quite a few nurse clinics in preparation for the covid delivery, hopefully we will get help from the PCN ARRS pharmacists which will free up our nurses to continue to deliver routine core services. Judith and Anne happy to help out with covid clinics.

Targeted Lung Health Checks - The Targeted Lung Health Check programme is due to run in Hyndburn between April and August this year. The TLHC Team will be issuing invitations out to our patients, booking appointments and making onward referrals where necessary. This service is targeting those aged 55-74, current smoker or if have ever been a smoker. We have not been notified where these appointments will take place yet, it may be a mobile unit a bit like the breast screening

ARRS roles update – We have a second first contact physio join us as an ARRS role and have a new mental health practitioner, health and wellbeing coach and social prescriber. Discussion around ARRS roles utilisation in Practice.

**Actions from last Meeting**

**Request for appointments to be released the day before** - discussed with Partners, worry is that it will have an impact on the on-call GP’s list. The on-call GP can already have up to 60 patient contacts a day. The new GP contract that is being imposed will bring challenges to the Practice and the appointment system does need another overhaul. This request will be looked at as part of that work. Ultimately there is a finite number of appointments and where we release some it reduces others. Patricia asked about online appointments and if they are disproportionate to ones that can be booked on the phone or in person. Katy explained that the current system allows; book on the day, book one week in advance and 2 weeks in advance. Routine nursing , HCA and phlebotomy can be booked up to 4 weeks in advance. The number of online availability has been reduced following feedback from this group and soft complaints, however we can only work with the number of appointments that we have. This is constantly being looked at. The current system was brought in last July when we went back face to face so does need a refresh.

**Dementia Friends Sessions** – These are no longer available. This is all online and for individuals to watch a video and then register as a dementia friend. This is disappointing as staff have got a lot out of the joint sessions with the patient group in the past. We may be able to do something in-house. Will just take a bit of time and thought.

**Information to be added to website around what ANP’s, physician associates and ARRS staff can do**. – this work has started. Staff have been asked to write a bit about their role, some already live on the website – work on-going.

**Costings around communications for patients about self-care-**

This was related to the Pharmacy Consultation Service – The Practice have been completing a quality improvement project around this –

Audit presented by Katy – positive results showing 54% of referral to the CPCS service save time in Practice and freed up appointments. The group was surprised by this result but pleased that it is working, they feel that if a patient has had a good experience of it then they may go there in the first instance next time.

**PPG Leaflet**

Jean has given her apologies, however Katy explained that Great Harwood Patient Group have a community brochure and Jean is keen on this group publishing similar. All keen to be involved in this, will move to another meeting.

**Survey Planning**

Round table discussion about what we would like the theme of the survey to be. Last year was around access and telephone system.

Discussion around social prescribers and what they do, the group as a whole are unsure on ARRS roles, who are they, what can they do, have patients had a good experience of them, have patients heard of them, if not how do we promote? Where do patients go to find out information about our staff, services and what we can offer? How would they like to access information about our services, what staff we have and what they can offer?

Survey based on the groups questions today to be written.

Ultimately we need to be utilising all ARRS staff and work is needed on promoting these appointments to patients. Surveys will be able to be handed out by PPG in waiting rooms this year.

**AOB’s**

Geoff had a couple of questions from Jean, are we still doing smears and do we have an asthma nurse. – yes, we have never stopped doing smears and we have 3 nurses who can do asthma reviews. Smears and asthma reviews were offered all the way through covid. Our asthma register has grown considerably over the last couple of years, we have a research nurse coming in April to help out and complete some outstanding asthma reviews. We have had to block quite a few clinics over the next few weeks in anticipation of spring booster delivery. We are hopeful that the PCN ARRS pharmacists will be able to help out which will free up our Practice nurses for usual clinics, however we don’t want to book and have to cancel patients to fit the Covid delivery clinics in.

Judith asked if the list size is still growing, can we close the list- no, we are not allowed to close the list. There is no cut off point as to how many patients can register with the Practice. The group asked about room space and Baxenden – Baxenden branch surgery needs work doing to get it up to spec. We have recently met with builders and planners and are waiting on quotes. Information will come out as soon as plans are confirmed.

Actions

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| Action | Owner(s) | Timeframe |
| Survey questions to be written up and plan for survey dates, volunteers to hand out in Practice to be made.  | KTr | By 28th April |
| Katy to contact for volunteers when dates for Covid clinics set up- may need help booking patients in.  | KTr | ASAP |