Minutes of PPG Quarterly Meeting - Tuesday 26th March 2024

**Attendees:**

Nicola Raby – PCN Manager (Chair & Minute Taker)

AC – Park House Medical Centre

SB – Nutgrove Surgery

PF – The Hollies

CE – Tarbock Medical Centre

JC – Tarbock Medical Centre

KH – Cedar Cross Medical Centre

KH – Cedar Cross Medical Centre

JI – HCA representing Prescot Medical Centre

SD – Dinas Lane Medical Centre

PW – Nutgrove Surgery

**Apologies:**

JA – The Hollies (Chair)

Nicola opened the meeting by asking for a quick introduction from around the table and thanked everyone for coming.

The minutes were agreed as an accurate reflection of the previous meeting.

Nicola briefly went over some points from the minutes.

\* All Surgery phone systems are on course to be updated by end of April. This will mean that patients will have the option to receive a call back from the surgery rather than waiting in line for their call to be answered. The patient will remain in the same place in the queue however will now be able to carry on about their morning and will be auto called back when their place in the queue reaches position 1. Feedback from Nutgrove was mostly positive with really good comments. However, there is an impact on statistics regarding ‘answered calls’ as they were showing as markedly decreasing in number because of implementing callback. The statistical review must look to include ‘call back’ calls to patients. A general discussion was had about how this could be rectified and it was agreed that once all practices are live and working with call back – if the dropped calls are still showing then we would raise it with the IT team as all practices are required to hit a percentage of calls each day.

\* Care Navigation training for practice staff has not yet been rolled out. This is primarily intended to give the reception staff more knowledge about the different services that patients can directly access themselves without the need for the GP surgery to get involved (such as self-referral options to talking therapies or care at the chemist) discussion around the best way for patients to be informed about this rather than on the phone when they are wanting to see/speak to a Doctor.

\* Pharmacy First. This is now fully rolled out nationally there are some teething issues regarding pharmacist availability which has impacted the delivery of the service in the Prescot area – North West England lost more pharmacies than anywhere else in the U.K.  as a result of the pressures being put on them to provide extra services alongside the issuing of medications. When the service was trialled in Liverpool it saved thousands of GP appointments and was the reason it was rolled out nationally rather than in pockets of areas because of the success it had during the trial. Like anything, there will be teething issues but it is hoped it will become a valuable asset and utilised correctly will help general practice see to the things that are perhaps not getting the attention they need.

\* Hub Clinics are being held at The Hollies clinic of a weekend with Dr Hoyle hosting group consultation clinics for patients experiencing menopause symptoms. They are being regarded as a success, freeing up over 20 GP appointments weekly. There is talk to roll these out across the wider PCN to include other health issues such as mens health, childhood immunisation and other screening.

\* A Patient Questionnaire, which is paper based has been rolled out to practices in the last two weeks. Results to be forwarded to PCN Board once they have been analysed. The purpose of the questionnaire was to establish a baseline of expectation and patient experience regarding accessing surgery services both in and out of Surgery hours. This will be analysed and fed back in time for next meeting.

\* Nicola then spoke about the community engagement project that is being funded by the PCN which is focussing on dealing with obese children in Knowsley as it has been confirmed that nationally, Knowsley has the highest number of obesity in school age children. Nicola working alongside Gary See from New Hutte Centre in Halewood have devised a programme whereby children can attend Huyton leisure centre where cycling and swimming classes for children are available FOC and parents/carers get to learn about eating healthy and the importance of nutrition which will hopefully lead to better health outcomes for the whole family coupled with the childrens interest in exercise being piqued by the team. All attendees at the scheme which aims to last 12-16 weeks will receive either a slow cooker or an air fryer at the end of their time with the project.

Referrals are made via the GP or the Social Prescribers and there are some criteria which must be met as the programme is also measured at intervals to show progress. New cohort is set to start in May 2024.

 A further discussion regarding ‘in community’ exercise groups e.g. ‘Wheels for all’ which provides inclusive cycling in Knowsley was then had with Nicola stating she would investigate the Halewood cycling scheme and post more details on the website/for dissemination to practices

 [Welcome to Wheels for All | Wheels for All — The UK inclusive cycling charity](https://wheelsforall.org.uk/)

PF kindly spoke to the Ranger at the Halewood environment centre and the Wheels for all events take place each Friday, 10am to 3pm and is primarily for disabled people.

There is also a scheme that is ran out of Halewood called PedalAway which has a facebook group that lists details of how to join, in short you need to be a competent rider, turn up, pay £1 and choose a bike (they have helmets and other accessories for children) and you go on an organised route on a Sunday morning. **Nicola is to find out more information.**

\* Other updates

From April, Pilch Lane and Roby Medical Centre will be joining the PCN. They will bring with them some Additional Roles (known as ARRS staff) who will be able to complement the 3 Nurse Practitioners and 3 paramedics that are currently employed by the PCN across the 9 sites.

A discussion was had around the co-ordination of all future PCN meetings in line with all PPG meetings – in that it was agreed that the Practice PPG should be held *following* the PCN PPG if possible. JA (Chair) to raise as an agenda item for follow up as most PPG Groups have already set their meetings up for the year so this might prove difficult to move, but can be discussed.

PPG newsletters have been created by a number of PPG’s and the group felt it important for the PCN PPG to have one. **Nicola to create a newsletter for the PCN PPG for dissemination around the PCN Practices.**

Next Covid vaccine rollout to be advised in the very near future. The eligibility criteria has changed slightly – but patients will be contacted by their practice.

The meeting members wondered whether it might be prudent for the PCN to establish an annual meeting for all PPG members to attend – the cost and logistics of facilitating such an event was discussed and the idea put on hold for now with a view to perhaps revisiting it in the future.

Representatives from Tarbock remarked that they had a meeting with Catherine Middleton from MECC (Make Every Contact Count) and said they felt it was very informative. Nicola remarked she had not heard of them but would follow up and see if there was a chance she could attend a Practice Manager meeting.

Next meeting TBA