**Patient Participation Group**

**Attendees: Via Microsoft Teams**

**Apologies: Sent to Practice**

**Standing Agenda**

**Welcome**

**Clinical Research Data Link Presentation – Hattie**

**PRG Meetings and Roles Held**

**COVID19 Update & Building Update**

**GP Appointments Update**

**Staff Update**

**PCN update**

**OPENING WELCOME**

Amie Sutton – Duty Manager – Welcomed participants informed guest speaker Hattie from the clinical research datalink was present to inform participants of what data is extracted from patients records and the role is plays in research and developing medicine.

**Clinical Research Data Link Presentation**

Presentation can be found on Longton Health Centre PPG page.

**PRG Meetings and Roles Held**

AS – explained in practice all meetings still held via teams due to COVID19 and no plans to change yet. Will remain virtual and dates have been released however timings will vary to ensure accessible to all members. Practice Partnership looking at the structure now to enable greater participation. The advert for the chairperson to be published shortly – if anybody is interested, please email myself amie.sutton@nhs.net.

Will be looking overall to recruit new patients to participate in the group. Reminder to participants to invite friends to the group.

**COVID19 Update & Building Update**

Currently no change to the way the practice is working still timed appointments and many now are face to face. Clinic times have been arranged differently across the day to ensure social distancing is maintaining. Telephone clinical assessment continues where appropriate and this is clinician directed.

Appointments are available online on the same day. We advise patients to use this platform if able to do so to avoid queueing on the telephone.

**BUILDING WORKS**

Lots of building grants applied for vacant spaces to change into clinical space to accommodate changes now- clinical room using part of waiting area. Still awaiting dates for this work to be started.

**GP APPOINTMENTS**

There is a variety of face-to-face appointments now available – on the day appointments, pre-bookable where the clinician has indicated the need. Telephone clinical assessment is still available should a patient prefer this method or where the clinician has directed the appointment to be via telephone.

Appointments at the moment are being released on the day. Online users can access these appointments via their app from 7am in the morning to allow patients who don’t have access the chance to speak to one of our receptionists in a timely manner. The appointments that are available on the app are what the receptionist can offer over the telephone – there is no difference in the appointments that are available.

On occasions additional appointments may be added during the course of the day. This is all dependant on capacity and factors such as how many home visits the GPs have, any emergencies on the day and workflow amounts – this includes prescription requests, documents from out of hours, hospital letters, blood results, emails and on the day queries.

**STAFF UPDATE**

* Sara – Remains Practice Business Manager along with Partners for overall responsibility
* Amie – Practice Duty Manager – responsible for on the day operations of patient services, staffing and building along with the nominated Duty GP on the day
* Sharon B – Practice Co-ordinator and Deputy Manager – organises all healthcare clinics and is the main point of contact for any complaints regarding clinical and service aspects of the practice
* 6 GP Partners – Dr Cepeda-Lucas is on extended sick leave following complications post op – include full time x 2
* 3 salaried GPs – part time
* 2 Advance Nurse Practitioners
* 2 Pharmacists
* 2 locum pharmacists assisting with care home workloads (new care home)
* Meds Co-ordinator
* Nurse Associate
* 2 x GP Assistants
* Practice Based Physio
* Data Quality Team – include all aspects of quality management including consultations, practice claims for services provided etc
* Secretarial team – include all referrals, patient requests for information, access to medical records, insurance reports, solicitor reports, general queries regarding hospital appointments, patient private work requests, To Whom It May Concern letters.
* Administration Team include all email enquiries – can be up to 100 per day, hospital correspondence, lab and hospital investigations including radiology, out of hours workflows
* Reception Team include all Prescription requests, telephone enquiries, information requests, signposting and appointment booking
* Any other work – car park issues, building issues, community concerns etc dealt with on daily basis

**PCN UPDATE**

There is a new network manager called Dave Price and clinical director Dr Ganguli from Fishergate Hill Surgery.

Currently many aspects of contracts are being worked upon and delivered together by network practices. These include covid booster programmes (spring boosters and ongoing delivery), additional access as part of winter funding (increase patient access), and recruitment and provisions of ARRS (additional roles within GP practice – funding part supported by PCN).

Most of the funding will now come through network stream and back to practice. With this we will see an increase in the data capture from our appointment systems and an increase in quality.

**CLOSE**

SJH has a meeting tomorrow 15/3/22 in relation to new hospital plans – no information as of yet regarding this.

No other questions.