****

**Peel House Medical Practice – Part of Hyndburn Central PCN**

**Patient Participation Group Meeting Minutes**

Date: 13th February 2024

Apologies: David Woodcock, Jillian Robinson

In attendance: Katy Tregartha PHMP, Jean Battle, Geoff Evans, Judith Halstead, Ann Parkinson, Patricia Ramsden

**Key notes:**

**2nd phase survey rota**

First on the agenda is the 2nd phase survey- Katy has been monitoring the uptake of appointments with SPLW and H&WBC, there was a sharp increase directly after the group were in speaking to patients in the waiting rooms, collating surveys and telling patients about these roles, this was steady until a significant drop in January. On scrutiny of the data there is a clear trend with one SPLK who unfortunately had to change to telephone appointments due to personal circumstances and this does reflect in the uptake. The last survey result showed that patients prefer face to face and this data shows that. PPG members will email Katy with dates they are available to come in, we will run the survey w/c 26.2.24 and w/c 4.2.24. To try and increase uptake of SPLW appointments and promote online access for prescription ordering etc, both SPLW have signed up as NHS ambassadors which we will cover in Practice updates. Patrica asked about the number of appointments available online as had str5uggled to book in, Katy explained that these had been reduced following patient feedback and now it is an even spread of those released online and bookable over the phone/in-person. We still need to promote online access as it isn’t just about appointments, the more patients who can order their medication online means less phone calls into he surgery which frees up the phones. Patients can also view their record online, Peel house enables prospective access back in October 2022 and his allows patients to check on clinic letters and results and stay informed about their health record.

**Practice Updates**

* General Practice Improvement Programme

The Practice has signed up to GPIP at PCN level. The first session was last week and we have been asked to do an appointment audit week commencing 26th February. We are looking at demand versus capacity. We need to measure what GPIP call the queue. This is the number of patients contacting us who we are unable to provide an appointment for because the capacity is full. The reception team will be keeping a log of all appointment requests that come through that week. Once we have the data we will be able to look at the appointment system as a whole and hopefully make positive changes.

* Extended access

The patient consultation for extended access is still running and surveys have been sent out to a random selection of patients, promoted on the website and on Facebook. Extended access is the appointment provision outside of core hours, 6:30-8 pm and weekends. Our extended access service is currently being provided by the east Lancs Alliance who took over from Carole Pilkington and the Federation.  These clinics are currently at Gt Harwood health centre and the Acorn Ctr. Hyndburn Central PCN are proposing to run this themselves for our patients, who consist of patients registered at, ARG healthcare, Richmond medical Ctr, Oswald Medical Centre, Accrington Victoria and Peel House.

* Healthwatch

Healthwatch came in for an enter and view visit on 26th January, Katy thanks Geoff for coming and talking to them. They have written a draft report with recommendations. One of the recommendations was *to ‘Consult patients about the information they would like to see in the waiting area to ensure the correct information is available and ensure this is available in both areas.’* The group discussed this, the group as a whole felt that by duplicating the information in all areas, this would actually reduce what is available.

* Updated patient information leaflet

Katy shared the Patient information leaflet and the group will take this home to look at. Patient group member asked about Nadiyah, what is her role and when did she start. Katy explained that Nadiya is a physicians associate, she started in December and is an ARRS role (additional role reimbursement Scheme which is funded through the PCN) similarly to the SPLW and H&WBC these roles are funded to try and free up GP time. A physicians associate is a general health specialist who supports the doctors diagnose and manage patients. They cannot prescribe but do examine and diagnose and work closely with the doctors. Nadiyah completed a biomedical sciences degree before completing her physicians associate training and is very qualified. The group member had commented that Nadiyah was very professional and thorough when she saw her and was impressed with her consultation.

* NHS app ambassadors – Maria and Feeraz

The social prescribing link workers, Maria and Feeraz are now both NHS app ambassadors. This means that patients who are not particularly tech savvy can book an appointment with them and they will help them download the NHS app and teach patients how to use this. When the group are in collating the 2nd phase survey they will be able to promote this to any patients who are struggling to get online to request prescriptions, view records and book appointments. If anyone is asking about this, just to direct to reception who will book them in.

|  |  |  |
| --- | --- | --- |
| Action | Owner(s) | Timeframe |
| PPG members to email Katy with dates available to do survey  | All | By 23.2.24 |
|  |  |  |
|  |  |  |