

# **PATIENT PARTICIPATION GROUP MEETING**

## **10<sup>th</sup> August 2021**

The meeting was attended by Kathy Toppin (Non-Clinical Partner), Dr Santosh Gholkar (Clinical Partner), Susanne Williams (Reception Supervisor) and Janice Daffern (Practice Operations Manager) plus 6 members of the patient participation group on the evening of 10<sup>th</sup> August 2021

Janice opened the meeting by welcoming everyone and introducing the Partners.

### **1. Update on Structure of Practice:**

Kathy gave a full overview of how the practice works alongside Northern Health and the varied services that can be provided by working together. There is also the financial stability that being part of this gives and Northern Health is a not-for-profit organisation which means any profit is routed back into the practice. Also discussed was the role that Kathy and Dr Gholkar play in the wider area, their own General Practice experience and their involvement in the cold and hot clinics that supplement the service across the whole of Manchester.

From a GP point of view, we now have Dr Macfoy who works Tuesday, Wednesday and Friday and Dr Ibezim who works Monday and Thursday – this ensures that there is a female GP on site each day for those patients who express a preference. Working alongside Dr Zhou we also have Dr Kumar who started last year and Dr Gholkar who started clinics in January of this year. Dr Gholkar is the named GP for all patients as he is our clinical partner.

### **2. Introduction of the role of Physician Associate:**

These are health care professionals who work alongside the GPs. They see many varied conditions, including physical examinations, skin conditions, ear/nose/throat, mental and sexual health and long-term conditions such as asthma/COPD and diabetes to name but a few. Patients are directed to them where appropriate based on the reason for the appointment.

We talked around the role of our Practice Pharmacist, Deborah, who now holds telephone clinics in the mornings regarding medicines management. She also looks after the reviews and conducts quality audits and checks for patients. Also, we have an upcoming resource of a CCG Pharmacist and Pharmacy Technician who will help with projects such as medication management and support the practice with clinical admin.

Discussion around the role of doctors that are working at the practice and how they will help increase the services to patients:

- F2 – with us for 4 months and is a doctor in the second year Foundation Programme who has full registration with the General Medical Council

- ST2 – with us for 6 months and is a GP Registrar and a qualified doctor and who has now decided to pursue a career in General practice

We also now have a practice phlebotomist (Susanne) who holds clinics on Tuesday mornings – a great example of how we are always working to train and grow from within.

### 3. **COVID Update:**

The Irish Centre has been our hub for COVID vaccinations and all applicable patients have been sent a text, had a phone call or have been sent a letter inviting them for the vaccination. There has been an amazing response and we are now working on implementing phase three (boosters).

Who will be prioritised for a Covid-19 booster vaccine?

- all adults over 70
- adults (16 years and over) who are clinically extremely vulnerable (the shielding group)
- those living in residential care homes or elderly care
- frontline health and social care workers
- adults 16 years and over who are immunosuppressed

One of the effects of COVID has been the isolation of members of the community and PPG members have created a self-isolation help group and have worked with other community groups such as Buzz Health. Kathy and Santosh expressed an interest in being involved in and supporting these community groups and will speak to our link worker Adiba Sultan to also connect.

### 4. **Flu Clinic Plan:**

Planning to start the clinics at the end of September when the vaccines arrive with us. Looking at the logistics to ensure that the risk of COVID infection remains low. Will offer Saturdays and evenings to suit patients.

PPG members offered their services for marshalling other patients for which we are most grateful.

### 5. **NHS Digital consent to share data:**

NHS Digital project to allow anonymised patient data to be shared with third parties. This is something that was not communicated to GP practices and no guidance was issued or resources to cope with the patient de. Noted that this needs to be added to the website somehow (on a banner/alert where possible) and that patients need to be directed to the appropriate website to log their opt-out decision. PPG member DL to send Janice some links to the appropriate websites.

NB Announced on 27<sup>th</sup> August 2021, the deadline has been extended from 30<sup>th</sup> September 2021 to 31 March 2022

## 6. Plan for year ahead:

The question of when the surgery will return to face-to-face appointments was asked and in the last year, alongside the **21,015** telephone consultations our clinicians have completed, we have conducted 1,521 on-the-day F2F emergency appointments and nearly **4,000** face-to-face appointments across the GPs, Physician Associates and Nurses. 243 home visits and 486 baby clinic appointment and 8-week checks were also carried out.

Telephone triage has been the safest option but also has the effect that patients are then having two appointments with the GPs which has meant less appointment slots overall. Ideally, we will move back to face-to-face appointments (and Dr Gholkar expressed his wish for this also) whilst keeping everyone safe so will continue to take guidance from the NHS.

We have started to trial returning to telephone appointments that can be booked in advance for non-urgent conditions – noted that this has not been widely communicated so we will work on adding this information to the website and also to the telephone messages.

## 7. AOB

- a. Digital advances:
  - i. Discussed a change to the phone system to add patients to a queue and offer the option of selecting e.g. press 1 for appointments, press 2 for prescription queries, etc. Janice to investigate
  - ii. Changes discussed around booking consultations through the NHS or Patient Access app. NB Online consultation bookings **will soon be activated** for the GPs and will increase if the initial appointments work.
  - iii. Online consultations to be promoted (link is on the website) – patients can self-triage for non-urgent conditions and be contacted within 48 hours by the surgery
- b. Feedback from group about messages on social media and word of mouth negativity and how to address going forward. So many improvements are taking place at the surgery and all members of the team are working so hard to accommodate patient needs
- c. Look at ways to increase the PPG to have a wider diversity of representation

Next meeting – Tuesday 9<sup>th</sup> November 2021 (TBC)