

PPG meeting 3rd Oct 2023

- **Practice updates:**

New starters – Reception

- We have had a new receptionist, Andrea, start with the practice and we are currently recruiting for another receptionist with interviews over the next week.

GP Hours

- During the winter months we have sourced some additional GP locum support to enable us to offer additional appointments.

Newsletter

- We have sent our first edition of the PPG proposed patient newsletter which has been sent via text and copies in reception. It has also been uploaded on to the practice website. It has been suggested that this be moved from the PPG section to the front page – VT will action.

- Suggested items for newsletter;

Standing item of BeWell, members of the PPG have had a direct positive experience with the service, and it would be helpful for the practice to continue to promote the services they offer.

Health information – discussed maybe exercise to feature for the next edition, Dr PP can provide PH links. Part of the 5 ways to wellbeing.

Standing item of access/triage/appointments to provide information on the different ways patients can access advice and appointments.

Shingles

- Shingles invites will be sent for eligible patients when stocks allow – at the moment there are no plans for this to be managed by the PCN but it is something that may happen in the future. The plan at the moment is for dedicated clinics to take place at the surgery. Opportunistic vaccines are being given where possible.

- **PCN Updates:**

COVID & Flu

- Flu & COVID invites have been sent to eligible patients with details of walk in clinics available throughout October.

- **AOB**

Dr IK – Dr IK is no longer with the practice since completing his training placement. Nisha and Kay our MSKs at the PCN can offer joint injections.

Online access/Results – request for the comments made by GP to be available on patient access. VT will look into as it was the practice understanding this was already set up so may be a system fault.

Secondary care/Primary care incomplete records – results for tests requested by the hospital are not received by the practice as they are sent back to the requesting clinician, who is based in secondary care. Raised again that incomplete medical records due to the delay in receiving information from secondary care. It is not something we are able to rectify, late letters etc have been raised with

secondary care from across Tameside. Discussed My MFT for Greater Manchester hospitals – pilot hoped to be implemented in Tameside too.

Eye care – additional training to be provided to opticians to allow further eye care such as prescribing to take place in the community rather than having to go into secondary care. VT will look for more information and promote if appropriate.

Ear Syringing/Micro suction – Micro suction can take place at St Andrews, appointments bookable by the practice. The Practice may be able to offer ear syringing with a PCN Health care assistant in the future but at the moment her focus is on severe mental illness reviews and learning disability reviews.

Prescriptions – Point raised about error in members prescription request, which had been discussed with GP and management team. Discussed change of processes with the introduction of prepopulated text messages for prescription rejections – all staff aware of changes.