

**Dr Maassarani & Partners**

**Patient Participation Group Meeting**

Thursday 16<sup>th</sup> July 2020

Zoom Virtual Meeting

**Present:**



PPG Chair (LR)  
 PPG Member (SM)  
 Group Comms (BOM)

**Apologies:**



PPG Member (AL)  
 PPG Member (PW)

<b>Welcome and introductions</b>	BOM welcomed everyone to the meeting and thanked them for their time.
<b>Apologies for absence</b>	Apologies from AL and PW.
<b>COVID-19 – How we have adapted</b>	<p>BOM provided a brief update on the current ways of working due to COVID-19 pandemic. BOM explained it has been a tough couple of months with a lot of change.</p> <p><b>Total Triage Model of Care</b></p> <p>In response to COVID-19 we are now operating a total triage model which means that patients will need to be complete and submit all clinical / admin requests via our online facility called eConsult. This can be found on our practice website homepage. When a patient submits an eConsult, the request is reviewed by a clinician and a member of the team will respond by the end of the next working day. Patients who are unable to fill out an eConsult can call the practice and our team will assist them in completing the form on their behalf. Once an eConsult has been received it is then decided whether a patient can be dealt with remotely i.e. telephone / video consultation or if they require a face to face appointment.</p> <p>All requests now have to be dealt with remotely and patients must not show up to their GP practice unless they have an arranged face to face appointment. For repeat medication, patients can now use the NHS app which allows you to order repeat medication easily online which is then sent electronically to their nominated pharmacy. Back in March 2020 we completed a patient survey for patients to nominate a pharmacy of choice so prescriptions can be sent electronically. Practice staff can also assist</p>

	<p>with this over the phone for patients and staff double check this when patients need to order repeat medication.</p> <p>Patients over the age of 65 years are able to order their repeat medication over the phone which is then sent to their nominated pharmacy electronically. For all acute medication (new medication), patients must use eConsult to request this.</p>
<p><b>eConsult</b></p>	<p>BOM advised of an important change to the way patients can access eConsult from 10/08/2020 onwards.</p> <p>Since COVID-19 hit, the practice has had to adopt new ways of working, processes and procedures that are fit for purpose and enable us to provide the best service possible to our patients. After looking at our demand and capacity throughout COVID-19 pandemic, we decided it would be best for our eConsult process to be amended slightly to fit with current demand.</p> <p>We realised it would be best for eConsult to be open from <b>Monday 6am – Friday 6:30pm</b> and then <b>closing for the weekend</b>, meaning no eConsults could be submitted over the weekend. Anytime between Monday 6am – Friday 6:30pm patients would be able to go online and physically submit an eConsult. However, with the way eConsult works this would mean that patients can expect a response from the practice by the <b>end of the next working day</b> as opposed to the same day. Our aim is to respond to patients on the same day but with this new model it would mean patients could expect a response up to the end of the following day.</p> <p>BOM explained that we had requested this change to take place a couple of months back but eConsult could not provide a solid date that this change would take place as they had other urgent work which took priority. eConsult got in touch on Friday 7<sup>th</sup> August to let us know this change would take place as of Monday 10<sup>th</sup> August. This left us very little time for preparation which was frustrating as ideally we would have liked a couple of weeks' notice to prepare, plan and communicate.</p> <p>BOM advised that with this new process the more urgent eConsults would take priority over less urgent. PD asked who would decide what is urgent and what not and would think patients who urgently need to be seen would attend A&amp;E or walk in centres which eConsult sometimes advises. TC explained that all eConsults are passed to a clinician who would then decide which eConsults are more urgent, however we will always aim to respond to patients on the same day but with the new process patients can expect to receive a response by the end of the next working day.</p> <p>PC explained how as we have been using eConsult pre COVID-19 he does not believe patients will experience much change with the new system. PD added that this new model encourages all patients to use eConsult some who probably have never used it before but thinks it is a positive with the current circumstances. BOM explained it is beneficial that we have been using eConsult way before the Coronavirus pandemic hit as our patients have had exposure and experience using eConsult.</p>

<p><b>Practice Website</b></p>	<p>The practice is getting a brand new practice website this month. BOM is working directly with a web developer on the project which has a go live date for 28<sup>th</sup> August 2020 if all goes as planned. BOM advised patients will receive a communication of this to advise there may be some slight disruption and to call the practice should they not be able to access the website during this time. However, the planned change is to happen on a Friday afternoon to minimise disruption.</p> <p>IG says she is very pleased to hear of this.</p>
<p><b>Primary Care Knowsley</b></p>	<p>BOM advised the practice is undergoing a branding update and have a new logo which will be more prominent on the new website and on any communications.</p> <p>Our new logo contains the name 'Primary Care Knowsley' which BOM provides more detail of.</p> <p>Primary Care Knowsley is a GP federation which comprises of 5 GP practices – all of which are separate legal entities. These practices include:</p> <ul style="list-style-type: none"> <li>• Bluebell Lane Medical Practice</li> <li>• Cornerways Medical Centre</li> <li>• Roseheath Surgery</li> <li>• Dr Maassarani &amp; Partners</li> <li>• Aston Healthcare</li> </ul> <p>In response to the COVID-19 pandemic, Primary Care Knowsley (PCK) had to develop new ways of working to not only comply with national guidance/legislation but to more importantly meet the needs of the practice population(s). Since 23<sup>rd</sup> March 2020 COVID-19 has forced general practice to change the way that care is provided to patients with the main emphasis on remote working via total triage, thus reducing footfall and helping to keep patients safe from contracting the virus.</p> <p>Previously we referred to ourselves as a practice within 'Maassarani Group of General Practice' but will now refer as a Primary Care Knowsley practice.</p> <p>BOM asked if PPG have any questions.</p> <p>No questions from PPG.</p>
<p><b>Telephone system update / feedback</b></p>	<p>BOM advised the practice has a brand new telephone recording and options for patients to select. The new telephone message states important information about coronavirus and then goes on to explain how patients can now access an appointment i.e. eConsult. Option 1 diverts patients to practice reception team if they require an eConsult be completed on their behalf or other queries. Option 2 diverts the patient to our performance team who are a team solely dedicated to booking in patient for their annual review, cervical smear, immunisations etc. BOM</p>

	<p>explained how directing patients to the most appropriate place is vital and will also help keep queue times to a minimum.</p>
<b>PRINCIPLE trial</b>	<p>PRINCIPLE is the National NIHR Urgent Public Health Prioritised trial evaluating possible treatments for COVID-19 in primary care, and endorsed by the CMOs of all four nations. The trial aims to find out whether early treatment in the community speeds recovery and reduces the need for hospital admission for those with COVID-like-illness.</p> <p>PRINCIPLE will enrol patients <b>with symptoms of COVID-19 for less than 15 days, (with or without a positive SARS-CoV-2 test), and:</b></p> <ul style="list-style-type: none"> <li>• <b>Aged 50 or over with underlying health conditions.</b></li> <li>• <b>Aged 65 and over, with or without underlying health conditions.</b></li> </ul> <p>Our practice will be sharing the trial with our eligible patients who can directly sign up for the trial if they are experiencing COVID-19 symptoms.</p>
<b>GP Survey Report</b>	<p>BOM explained the national GP survey results for 2020 are out and would like the PPG to review the results and feedback on actions / improvements the practice could make based upon these results.</p> <p>BOM attempted to share screen to present a report but members could not see the text clearly. BOM offered to send this to members after meeting to look in their own time and feedback.</p> <p><b>Action for BOM:</b> Share GP survey report 2020 to all PPG members</p>
<b>AOB</b>	<p><b>Melling Surgery</b></p> <p>Both LR / SM asked when Melling Surgery would be back open. BOM could not comment at this time as there were no plans to re-open Melling Surgery yet due to COVID-19 pandemic. BOM explained that as soon as we had plans to do so patients would receive communication beforehand.</p>
<b>Date and time of next meeting</b>	<p><b>Date:</b> 4<sup>th</sup> Nov 20  <b>Time:</b> 4:00pm – 4:40pm  <b>Location:</b> Virtual Zoom Meeting</p>