

**Dr Maassarani & Partners**

**Patient Participation Group Meeting**

Wednesday 31<sup>th</sup> March 2021

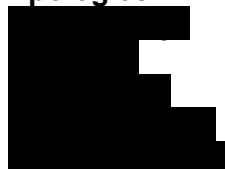
Zoom Virtual Meeting

**Present:**



PPG Chair (LR)  
PPG Member (MW)  
Communications Lead (BOM)  
Deputy Practice Manager (LW)

**Apologies:**



PPG Member (SM)  
PPG Member (AL)  
PPG Member (PW)  
PPG Member (CF)  
PPG Member (BH)

<b>Welcome and introductions</b>	BOM welcomed everyone to the meeting and thanked them for their time.
<b>Apologies for absence</b>	Apologies from BH, CF, PW, SM and AL.
<b>Practice Update</b>	<p><b>New staff</b></p> <p>New Staff</p> <p>KM no longer with us as practice manager. We do have a vacancy for this position. We have a new operations manager called Cheryl Lane.</p> <p>CL works across 3 of our practices 1 of them being Dr Maassarani &amp; Partners. She oversees practice operations and managers' report to Cheryl. She will be overseeing new processes and procedures within practice. CT has Identified training required across practice and now has action plans in place. CT will be working on projects such as eConsult access, staff training, strategic operations and implementing and embedding new processes. BOM will invite CL to the next PPG meeting.</p>

We also have LW on the call today. LW introduced herself as deputy manager at the practice. LW has worked in general practice since she left school and has been appointed deputy within the past 6 months. LW says she is new to the role and still learning a lot but is confident in her new position. LW and CL available at site at present in terms of management and we do have an open vacancy for practice manager position.

BOM advised we have 7 new administration staff. We recognised we we're struggling with staffing at M&P for some time and CL identified issues when she arrived at the practice which is why there has been a lot of change over the past couple of weeks. BOM understands telephone queues have been longer than usual over past months and apologises for this but now we have new recruits this should be a massive help in terms of telephone queues.

LR asked if new staff will be on telephones or administration work. LW confirmed staff will be working across both areas and will have a staff rota that reflects this.

No changes to clinical staff.

### **COVID-19 vaccination programme**

Currently inviting cohort 1-9 which is patients aged 50+ and those aged 16-64 with underlying health conditions (group 6). Cohorts 10-12 will be invited to attend mass vaccination sites.

MW has been volunteering at Kirkby One Stop. She explained they had lots of teachers vaccinated thanks to Knowsley CCG inviting these people in to have spare vaccinations.

We are now also inviting patients for their 2<sup>nd</sup> COVID-19 vaccination based on when the patient had first jab. Currently inviting patients who received 1<sup>st</sup> Pfizer jab between 4<sup>th</sup>-11th Jan 2021. Pfizer vaccination appointments are being released to us week by week so the process for inviting patients for second Pfizer jab is slightly different to AZ. We are inviting all age cohorts for AZ who have had vaccination across the whole month of January. BOM believes this system is due to potential issues with Pfizer vaccine and the EU.

	<p>Care home second vaccinations commenced this week (22/03/21). We will be running this programme over the next 3 weeks and we have a schedule to attend nursing homes every Wednesday and Friday from now until 16<sup>th</sup> April 21.</p> <p>All housebound patients have now had first vaccination, some patients we have been unable to get in touch with i.e. not answering mobile / home line so letters have gone out to these patients and if and when they get in touch we will organise a home visit at the nearest available date.</p> <p>MW asked for percentage of people who have received COVID-19 vaccinations. BOM will provide these figures at the next PPG meeting.</p> <p>LR says she booked her vaccine at Aintree racecourse. MW says she got a letter from government and text from practice on the same day which was very good. MW says at the Kirkby vaccination centre if it gets towards 8pm in the evening and there have been a number of no shows, the team will not open any more vials depending upon how many are late to reduce potential wastage.</p> <p><b>my mHealth – digital self-help application</b></p> <p>BOM explained she recently ran a campaign to promote digital self-help app for patients with:</p> <ul style="list-style-type: none"> <li>Diabetes</li> <li>COPD</li> <li>Asthma</li> <li>Chronic Heart Disease</li> </ul> <p>Online app usually costs £40 but we are providing it free to our patients to help self-manage their condition. Over 300 people now registered and using the app.</p> <p>LR said it would be worth looking at demographics and data. LR says it would be worth pulling together a usage report. It would be useful to know how they are finding it and validating it.</p>
<p><b>AOB</b></p>	<p><b>Changes to eConsult</b></p>

	<p>Important changes to eConsult as of 15<sup>th</sup> March 2021. eConsult is now only open between the hours of 8am-6:30pm and is closed outside of these hours including weekends. There is some confusion as patient say they will receive a response the same day or the next working day depending upon the time eConsult has been submitted but this does not mean they will be seen by a clinician within this timeframe.</p> <p>MW asked if patients complain about eConsult flagging.</p> <p>LR says about issues with NHS 111 is it worth having an internal number solely for NHS 111 as when they we're trying to get in touch and couldn't as they were 16<sup>th</sup> in the queue.</p> <p><b>Action for BOM:</b> Look into providing internal number to NHS 111 / option on telephone for NHS 111.</p> <p>BOM says the phone lines are also busy at times due to non-urgent requests such as blood results.</p> <p>LR said she believes the rule of thumb is if there is anything wrong we will contact you. BOM confirmed this is the process.</p> <p><b>Action for BOM:</b> poster saying - Going for tests of any description? We will contact you should we need to discuss results. And adding note to blood forms / print laser labels with this message.</p> <p><b>Patient Experience Sub Group</b></p> <p>BOM talked about members working within a sub group to gather feedback from patients over the telephone around COVID-19 vaccination programme. LR &amp; MW interested. BOM will contact both members with next steps in due course.</p> <p>MW asked about COVID-19 SMS reminders – BOM confirmed there had been an issue with texts not being sent out before Feb 2021 but this has since been rectified and reminders are going out with full address and details.</p>
<p><b>Date and time of next meeting</b></p>	<p><b>Date:</b> Wednesday 23<sup>rd</sup> June  <b>Time:</b> 5pm – 6pm  <b>Location:</b> Virtual Zoom Meeting</p>