**Park House Medical Centre**

**Minutes of meeting 19th June 2024.**

**Present**

Dr Patrick, C Walters – Park House MC

A Carter, D Swain, L Gray-Williams, G Alford

**Apologies –** G Devlin, E Devlin, C Williams

**Minutes of last meeting**

**CW:** informed all that Nicola Raby no longer worked for the Practice due to her resignation in March and that I had been offered the position of Practice Manager of which I had accepted.

Informed the team that positive changes have been made within the Practice during the past 3 months and staff have been very supportive of my new role.

Informed that Danielle Killen has taken over my role as Office Manager and that she is doing well in her new post and that Danielle is the first point of contact for any reception queries/issues and Danielle will attend the next meeting to meet all PPG members.

**AC:** accepted minutes of last meeting

Alan asked about staffing levels and have we now got cover to cover Nurse sickness.

CW: informed all resident Doctors are as follows:

**Dr Patrick**

**Dr Baker**

**Dr Carson**

**Dr Mohammadi**

Dr Morley – currently on Mat leave due to return in December.

Dr Hughes – has joined us as a locum Doctor each Tuesday up until end of December.

**Sian Moran – ANP** has returned from sick absence following on from her knee replacement and during her absence her shifts were covered by a locum ANP to avoid losing any appointments.

**Practice Nurse – S Watson** is currently on sick absence and has had a knee replacement on 6th June and not due back until August and we have taken on a locum Practice Nurse – Gill Crawford up until end of September to cover sessions and the position is covered.

**Reception –** We have recruited 2 new Medical Receptionists one to cover Danielle Killen and the other to replace K Fairfield who has relocated to the 1st floor admin team to be an admin assistant to Lesley Dagnall, reception fully staffed. Reception area fully covered.

**Appointments discussed:**

772 pre-bookable F2F appointments given from 7/3/24 – 17/6/24

63 DNAs from 7/3/24 – 17/6/24

110 pre-bookable TCs given.

408 - 111 available appointments only 149 used from 7/3/24 – 17/6/24.

CW explained data from NHS of which showed 33,989 appointments were given in the last 12 months from June 23 – June 24.

Out of this figure there were 1,410 patients that DNA.

Out of the total appointments given we gave 24,047 face to face and appointments 13,920 direct GP appointments.

CW explained regular patients DNA and we now have a policy in place that we use and those that DNA 3 times then they are removed from the Practice, and we have acted on this and removed patients.

On the day appointments 16,525 were given.

The figures pre covid we offered for 2020/21 total appointments 26,000+ and post covid offered 33,989, explained that there is a higher demand now for patients wanting to see the Doctor.

DS discussed pre-bookable appointments informed we initially opened the books 4 weeks in advance and that these went very quickly and then a large DNA rate this has been changed to 2 weeks in advance to avoid high rate of DNAs.

Appointments have been trialled so many ways prebook able TCs/Face to Face/on the day and most people want to see the Doctor on the day.

CW explained that we continue to offer evening and weekend appointments and that the Extended Access Services have now come back into Practice and each Practice within the PCN will offer a late-night clinic together with a Saturday clinic at Whiston Health Centre as from 1st July 2024.

DS explained the difficulty in obtaining an appointment albeit 12 months ago but not made an appointment recently. CW explained the call back facility of which allows 4 in the queue the 5th person receives the engaged tone.

The call back facility has proved to be successful, and Geoff Alford confirmed that this is working and that he has rang reception recently and got through quickly and been able to obtain an appointment.

CW has noticed a decrease in complaints and with recent changes less complaints arriving, and Geoff has seen a big difference in contacting the surgery.

AC confirmed only two complaints on the Knowsley Health Watch since last meeting and these were about appointments.

CW informed that the Practice are listening to patients and taking their comments on board and making the necessary changes.

CW discussed the pending CQC meeting and that she has picked up were the previous PM left off and changes are being made and CQC use pathfinder for their virtual inspection of which will allow the Practice to provide the necessary evidence required.

AC – discussed patient feed back CW informed that we send out the friends and family test to patients and that we get good response, and that we won’t please everyone all of the time but the F&F test have proved to be good.

CW explained services provided under our PCN we have been offered additional assistance with:

MH reviews and ECG clinic offered by Mersey Care to assess patient either at home or at Practice, this has proved to be good for those difficult to engage with patients.

Asthma reviews by Chiesi Asthma Specialist Nurse clinics 2 x monthly.

COPD & Diabetic reviews by Interface again they will contact patients book them in and do their reviews in both July and August 5 clinics for each cohort of patients.

Cancer co-ordinators to chase up all non-responders of smears, bowel & breast screening.

First Contact Practitioner – being used for any physiotherapy needs and clinics full each week.

Pharmacist – continues to be a great support to the Practice as he deals with all medication queries, out of stock items and medication reviews.

MH Nurse – Rachel has a clinic each Wed/Thursday again her clinics are full each week.

CGL – Drug & Alcohol support offer a clinic each Friday and this is starting to become a good support for patients.

CW discussed QOF targets from April 24 – March 25 and that the figure to date is looking to be good and that in June 24 we are higher than we were the previous November and that we are looking to reach a high target by December 24 then use Jan/Feb/March to use as a mop up but the Practice is working towards the highest QOF target.

Improvements are being made and the Practice is moving forward positively.

CW – confirmed all reception staff have had their sign posting training and that BLS training is in progress.

DS commented on his medication review with Patrick Chan said he was excellent and thorough but questioned as to why his medication review date was not updated and said perhaps a human error CW informed will speak with P Chan to enquire further.

CW confirmed that we are offering a lot of clinics to patients, and these are proving to be a success.

AC asked for the PCN PPG meeting to be before our next meeting and not after and has confirmed that the next one will be end of September and has requested for the next Practice meeting to be held on **2nd October 2024.**

AC explained that 2 additional GP Practices have joined our South & Central PCN – Roby & Pilch Lane.

AC discussed Community engagement projects focusing on Obesity looking at children to engage and this falls under the Kids Zone to encourage families to go and do interactive play, nutritional advice and that this is a free service and that Knowsley has the highest rate of child obesity.

Discussed the ARRS staff from the PCN to compliment the Practices within the PCN by offering more appointments and clinics.

DS asked about Flu & Covid vaccines, informed no dates as of yet about Autumn Covid clinics and informed that our Flu clinics are on for September onwards, and our first delivery will be w/c 2nd September 2024 and that all patients will be sent a text at the end of July inviting them in for their flu vaccine as clinics are now on from September and ready to be booked.

Tea, Coffee and pastries will be freely available at the next meeting !

**Next meeting 2nd October 2024 at 12pm.**