**Park House Medical Centre**

**Minutes of meeting 2nd October 2024**

**Present:**

Dr Baker, C Walters – Park House MC

A Carter, D Swain, L Gray-Williams, G Alford, G Devlin, E Devlin, C Williams

**Apologies:**

**CW:** Welcomed all to the meeting.

**AC:** Asked all any matters arising from the minutes of the last meeting all agreed no further action.

**CW:** Gave a Practice & CQC general update, informed that due to becoming the PM since March lots of changes have taken place going forward and Dr Baker and I have undertaken CQC inspection work there is still a lot of work to be done but we are hopeful that all will be done pending an inspection a date not as yet confirmed.

Still work to be done that we are working on and that the plan is to be on top of this year on year so that an inspection date could be given at any time in the future.

**SB:** Explained that the CQC inspection has changed and it’s more of a “shop window” looking at patient surveys, patient reviews, google reviews, website reviews etc.

They will login to look at our appointment system and that they will be looking from the outside in, and a lot of work has already been done and the website together with many other areas have been updated.

The last inspection was rated as good and that we were pleased with that result, and we are hopeful with the changes being made that we will do well during the visit.

Sarah explained our vision and values statement is now on display in reception it states: **“Our vision is to be a Practice that patients and the wider community want to be a of, and staff are proud to work for”.**

Sarah explained that we will be in a position of being ready to welcome the inspection and that we are already doing the job we just need to gather all the evidence not only for the Practice but for the overall building.

Cath: Felt that the new inspection would be better for all.

SB: Informed all that there’s a lot of work to be done to get us into the position but we are going in the right direction.

CW: Informed all that Sian Moran is back from her sickness absence and back in post, as is Susan Watson – Nurse she is also back from sickness and back in post.

Explained that we continue to have Gill Crawford – Practice Nurse with us until end of December, Gill’s clinics together with Nurse clinics are proving to be good and fully booked.

Informed all that we have recently taken on a new Doctor – Dr Alexandra and has been a locum for us for 2 years. She has accepted a role of Salaried GP doing two days per week from now until end of December and from January 2025 she will be doing 3 days per week.

Informed all that Dr Hughes is doing locum work for us one day per week on a Tuesday up until end of December and then Dr Alexandra takes over that day.

**SB:** Informed all that Dr Morley will be returning from Maternity leave in December and doing 2 days per week and that we don’t have any room availability now as all 8 rooms are in use daily.

**CW:** Commented that as of late we have had appointment availability up until late morning/early afternoon.

**AC:** Asked if calling in at 8am was still the thing, CW informed him that yes patients can call on the day although we do offer pre-bookable appointments for 2 weeks ahead and that these appointments go very quickly.

**CW:** Confirmed the appointments we continue to offer together with sign posting to other services and the extended access service has proved to be popular on a Tuesday late evening and Saturday for those patients who are unable to attend during the week.

**DS:** Asked as to why this Practice does not do “Covid” vaccines and that he has his via the chemist.

**CW:** Answered, that as a Practice we have never been able to administer these vaccines due to how the vaccines are refrigerated and that each vial contains 6 doses and once taken out of the fridge these have a time limit to vaccinate before they expire.

**GD:** Added that the vaccines must be kept at a specific temperature and that the refrigerator is a specific piece of kit.

**AC:** Asked whether this is a common thing of which SB replied yes it applies to all GP Practices due to legislation surrounding the covid vaccines.

**CW:** Discussed the flu vaccinations having the clinics on from May and patients used the self-booking system all clinics were fully booked and then informed by the Health Authority that we could not administer the flu vaccines until October. The self-booking link worked, and we plan to offer this out for HCA and Nurse appointments for those patients who need to book their annual reviews as this is more convenient for the patient.

Informed all that call back facility is working, and no complaints received.

**AC:** Asked about the Respiratory Syncytial Virus (RSV) vaccinations and SB confirmed that these are underway, and clinics have been added and patients already receiving theirs. CW informed awaiting more vaccines to arrive.

**DS:** Confirmed that his appointment is on 28/10/24 and wondered why it was so far ahead, CW informed that clinics are booked by other patients, and this was the next available appointment to attend.

**SB:** Discussed patient survey of which is produced every 4 months and that we have a completion score of 31% on this survey and that she was pleased with this one due to a lot of recent change of management and that this has been reflected in what was seen in the patient feedback and surveys done.

Overall experience was 75% and looking at Practices in the area we are doing relatively well, and the area that we fall on is to do with telephone access. And what the Practice has done is to assign all staff who are in at 8am pick up the phone and answer the calls. This has proven to be a success with patients, and some have commented that the phone didn’t ring and yet was answered promptly, the staff have noticed that there is no morning calls held in the queue.

And the Practice will continue to review areas of concern with a view to improving.

The feedback so far has been positive and less complaints about phone access.

Sarah explained the high scores about “experience at last appointment” and that she is pleased with the score of which reflects that the GPs give good care and that is shows in the results.

The report is produced every 4 months so we will see what the next one reports.

**DS:** Discussed his personal experience and asked as to why he did not hear from the Practice following on from his Xray within 7-10 days.

**SB:** Informed him that the Practice protocol is that if the investigation returns as normal then the patient is not contacted only if the investigation returns as abnormal the patient is asked to make an appointment or in case of any cancer findings then the patient is contacted the same day.

Sarah informed that patients do have to take some form of ownership of their own health and that they can ring for the results as the Doctor reviews the results and comments “Normal” then the reception staff can inform patient of the same.

**GA:** Informed all that he had a positive experience and that he had a UTI and once the results returned showing a positive result the Doctor contacted patient and prescribed anti-biotics and that he was happy with that.

**CW:** Discussed extended access take up from 1st July – 30th Sept informed all that it is going well and that Saturday clinics successfully ran with full staff attendance and the weekday evening clinics showed a total of 105 clinics.

Overall percentage uptake: 72%

Overall unused appointments: 28%

The Practice have been making use of both evening and weekend appointments of which patients are happy with.

Albeit there have been technical challenges but overall, the extended access has proven to be good for all and that the Practices within the PCN are using their own staff.

**AC:** Said that it is looking good, and it is being used.

**CW:** Discussed rate of DNAs and that patients could not cancel their Saturday appointment as we were closed, and informed all that this has now been resolved and a telephone line is now live for patients to cancel if unable to attend and the number will be given to the patient when booking a Saturday appointment.

Informed all that 3 x DNAs and that they are removed from the Practice and the same with abusive patients they will also be removed.

**CW:** Informed all the complaints are decreasing and we are going in the right direction.

**AC:** Discussed the PCN meeting that he attended and that a representative from Spirit Health was present who assist with Diabetes reviews they provide bespoke care to diabetic patients and that quite a few Practices did sign up to their services but not Park House. CW informed that we have recently had the same service offered by Interface and that our Diabetic and COPD patients have been reviewed by them.

Pharmacy shortages but generally they are helping but cannot avoid medication shortages.

CQC were to carry out an in-patient survey of patients 16 years or over, over the last 6 months. Offering a voucher for volunteers – this is now on hold.

Knowsley care centre running a workshop for carers living with Dementia, at the Old School House. Telephone number for Carers to contact is 07786 979997.

PLACE – Patient Led Assessment of Caring Environment doing in patient surveys checking on food quality, dignity of patients etc running between September – November contact Healthwatch if interested in assisting.

PCN – looking to provide a newsletter and looking for suggestions perhaps

Practices put on their website and accessible to whoever is interested.

Previous meeting had 16 people attending only 6 attended the last meeting.

Didn’t quite understand the reason as to why the turnout was so low.

Asked the PCN – PPG for the date to be prior to Park House PPG meeting.

Scheduled on 11th December 2024, requested a date of 5th December so that

he would be in a position of updating our PPG members.

**SB:** Informed all our Macmillan Cake day and that we raised £235 this

was the first one that we have done but the next one will be more advertised.

and placed on the website and for the PPG members to be invited for a coffee and cake and to speak with the patients and to assist with our friends and family test to the patients in the waiting room.

Date of next meeting **Wednesday, 11th December at 12pm.**