

Roseheath Surgery

Patient Participation Group Meeting

Monday 12th July
Face to Face Meeting

Present:



PPG Chair (SA)
PPG Member (WK)
PPG Member (DK)
Practice Manager (SQ)
Comms Lead (BOM)

Apologies:



PPG Member (GD)

Welcome and introductions	BOM welcomed everyone to the meeting and thanked members for their time. Apologies from new member GD.
Managers Welcome	SS introduced herself as practice manager at Roseheath Surgery. BOM introduced herself as communications lead at the practice. BOM organises and chairs PPG meetings. Meeting invites are sent prior to meeting and agenda items can be added by members beforehand. If anything has been missed which members want to discuss this can be discussed within AOB.
Practice Update	<p>Practice Staff</p> <p>SQ confirmed we have a stable admin and clinical workforce.</p> <p>Admin staff:</p> <p>Joanne</p> <p>Evelyn</p> <p>Laura</p> <p>Pauline</p> <p>Maria</p> <p>Clinical Staff:</p>

Dr Khan – GP (Mon/Tues/Fri)

Dr Kenny – GP (Weds)

T White – Advanced Nurse Practitioner (Thurs)

J Byrne – Practice Nurse

G Butler – Healthcare Practitioner

Opening Times

The surgery is open late nights of a Monday between 8am – 8pm. From Tuesday – Friday the surgery is open from 8am-6:30pm. Telephone lines are only open between 8am-6:30pm Mon – Fri.

eConsult / Access

SQ explained how we have been using eConsult prior to the COVID-19 pandemic via online services. The decision has been made to disable eConsult and for patients to call the practice for any appointment / medical queries and requests.

Patients are now advised to call the practice from 8am and will then be put into a telephone triage appointment with one of our clinical team. Patients will be signposted to wherever necessary based upon the request.

SA found no issues getting appointments prior to eConsult coming into force and found eConsult to be an issue. WK / DK agreed.

SA asked if patients will be given a timeframe for when to expect a phone call e.g. AM/PM. SQ confirmed this is possible.

SA found eConsult to be quite lengthy and questions were asked which practice already had information on. For example, does cancer run in family etc.

DK loves the NHS app and the convenience of being able to order prescriptions online. DK asked why we only supply 1 month of certain medications as opposed to 3 months. SQ advised this is down to safe prescribing and medication monitoring for certain drugs. DK queried if medication reviews are still happening. SQ confirmed this and advised this usually happens once per year based upon the medication a patient takes and not all patients require an annual review. SQ says patients are usually invited around the time of their birthday.

SA advised on some edits to practice website with recent changes. BOM acknowledged changes and will update website today.

	<p>COVID-19 vaccinations</p> <p>BOM updated members that the covid-19 vaccination programme is going very well across the nation. Patients aged 18+ are now eligible for a vaccine. The knowsley vaccine hub in hollies hall has now come to an end as patients aged 50+ have now either received both dose of vaccine or been invited multiple times without contact. Anyone yet to have a vaccine now has to book via the national programme online or by calling 119.</p> <p>Knowsley CCG have scheduled a series of pop up vaccine buses and clinics which will be communicated to patients around the time.</p> <p>PPG members are very happy with the COVID-19 vaccine call and recall programme and would like to pass on thanks to the staff.</p>
AOB	<p>SA congratulated the practice on maintaining good with Care Quality Commission.</p> <p>SQ says we are getting lots of positive feedback recently via online platforms such as Healthwatch. Our staff are encouraging patients to provide more feedback for us as this is how people see the good work we are doing. BOM to share link to Healthwatch with all PPG members. Please see below link:</p> <p>https://www.healthwatchknowsley.co.uk/services/roseheath-surgery-liverpool-l26-9uh</p>
Date and time of next meeting	<p>Date: Monday 27th September 2021</p> <p>Time: 4:00pm – 5:00pm</p> <p>Location: Roseheath Surgery</p>