

Newbury Green Medical Practice

Patient Participation Group
Newbury Place Health Centre
16th July 2024 @ 6:30pm

Minutes

Present:

David Flinn (DF)	Practice Manager – Acting Chair
Dr Michael Starkie (MS)	GP Partner – Newbury Green MP
Caroline Rand (CR)	Head of B.I. and I.T. (Salford)
April Hall (AH)	Salford Digital Facilitator
Mark Lupton (ML)	Salford Healthwatch
Foyzul Gani	Salford Public Health Team
2 female patient(s) (LE, JC)	
5 male patient(s) (DR, SS, RB, NB, HB)	

Apologies:

Dr Simon Joseph (SJ)	GP Partner
4 patient(s) (DG, JK, BH, MH)	
Rachel Dilworth (RD)	Newbury Green Office Manager
Ian McCance (IM)	NCA Diabetes Service
Natalie Taylor (NT)	Social Adventures

Item		Action
1. Introduction	<p>DF welcomed patients to the meeting and thanked those present for attending on the evening and for giving up their valuable time. It was especially nice to welcome some new faces to the group.</p> <p>DF also wanted to pay special thanks to NB, ND and LE for their fantastic efforts in promoting the meetings and assisting with patient engagement, flyers and refreshments'</p> <p>DF reminded patients about Ground Rules, signing in and car parking requirements.</p>	
2. Apologies	<p>Noted from Dr SJ, RD, DG, JK, BH, MH, NT, IM</p>	
3. Minutes of last meeting	<p>Minutes from the previous meeting on 19th March 2024 were reviewed and agreed as an accurate representation of that meeting.</p>	

	<p>DF gave the group an update on any Action Points detailed in those minutes including:</p> <ul style="list-style-type: none"> • Wellbeing matters noticeboard • Otoscope training options • Telephone system messages – have been amended to update any Covid-19 requirements. • Waiting Area B patient call / information screen – being changed and update to follow as part of agenda. • Patient self-check in screens – requirement to “finish” when checking in to be better highlighted. • PPG promotional work – creating of leaflets/flyers and presentation in waiting area done on July 10th. Many thanks to LE / ND / NB who have been pivotal in this work. • Previous meeting minutes “missing” from practice website – now rectified and minutes available. 	
<p>4. Guests / Services</p>	<p>Apologies received from IM</p> <p><u>Business Intelligence and Information Technology Update</u></p> <p>CR gave a brief overview of the service and the need to employ digital solutions that benefit patients and make the NHS more accessible, specifically the NHS App and its usage / abilities.</p> <p>AH highlighted in more detail some of the functionality of the App such as ordering repeat prescriptions – LE queried if this meant paper prescriptions were being removed and was advised that this was not the case.</p> <p>AH also spoke about GP health records and booking appointments on line through the App – DF asked if this would also include those appointments set up for all PCN practices as part of the Enhanced Access services which use a different booking system to individual practices appointments but this functionality is not available at the moment.</p> <p>NB asked about comparisons between the NHS App and the “My GP” App and why there were two similar items albeit with the latter seemingly more flexible, even allowing a patient to take their own blood pressure. CR advised that perhaps the NHS version had taken a little longer to get up and running and is likely still evolving but unlike some of the “private” solutions, benefits from having no advertising. It remains of course a patient’s choice as to use which system they prefer.</p> <p>AH mentioned the possibility of holding an “event” in practices to promote usages of the app and LE suggested we could tie such an event in with the promotional efforts for the next PPG meeting in November. DF will liaise with AH about this matter with a suggested date of 13/11/24.</p>	<p><u>I.T</u> .Team to raise this issue with appropriate bodies.</p> <p>DF to Liaise with AH about holding a promotional event.</p>

CR also commented on the registration process to access the App which essentially will be done by the patient using a form of identification such as passport / driving licence or by obtaining a registration link from the practice. ND queried this and was advised the latter may be more practical as it was taking quite a long time for NHS systems to register patients using the i.d. method.

FG advised the group that support for registering and using the App would also be available at the Broughton Hub Community Centre which is just a short distance along the road from the practice.

CR the briefly mentioned the results of the national GP survey that had been published just a few days earlier and that there was a summary in the pack of information they had provided (attached at rear). Despite a relatively low uptake in survey responses, it was not the worst and overall the practice has scored very well, compared to area and national results.

Social Adventures

Natalie Taylor from Social Adventures had been scheduled to attend to give some information on the Pre-Diabetic Programme in Salford but unfortunately was unable to do so on this occasion.

Salford Public Health

FG gave the group an overview of some Public Health Issues including engagement with community leaders, assisting in promotion of future meeting attendance and a focus on improving the rates of childhood immunisations which are particularly poor in the Broughton area. FG also mentioned the support Public Health were giving to practices to carry out patient Health Checks which will be done on certain weekend dates at Lower Broughton and Newbury Place in the future.

There followed a discussion about vaccinations in general that covered Flu, Covid-19 and RSV (see part 5 also). RB asked about Covid Autumn vaccinations and was advised they would be done at the practice and a schedule would be advised in due course. MS talked about the practice's outline plan for Flu clinics this winter and DF gave an overview about restrictions imposed in practices regarding dates and the vaccine ordering process(es)

ND queried the process for administering the RSV vaccine as it was thought more involved in terms of reconstitution than some others. DF will look into this as the details were not clear.

FG also spoke about work going on as part of a stopping smoking campaign and, in response to a query from RB, about the position of Manchester as a "Marmot" city that deals with issues around tackling inequalities

FG and DF to arrange meeting to discuss any current and future opportunities.

DF to determine RSV vaccine administration process(es).

Healthwatch

ML attended and gave an update on a number of Salford Healthwatch initiatives and focus areas that include:

- Salford Adolescent Minds – Report soon to be launched.
- Salford Mental Health Commission – who will be advising the City Council and Mental Health agencies about what can be done as a preventative measure in this area.
- Dentistry updates – report slightly delayed.
- GM Women’s Health
- Frontline Voices – a project to determine and assist with “what support do staff get from their organisation”. This will look at a number of sectors and will launch in approximately 4 weeks.
- Sexual Health Services in Salford – looking to the problem of potential inaccessibility.
- NHS / Social Care methods.

LE queried if Healthwatch were aware of and/or could look into an issue regarding discharges from Podiatry care in Salford, also a problem highlighted by SS. ML agreed to look into the matter and feedback through the practice.

ML also commented on issues surrounding waiting lists at Salford Royal and the communication processes to patients asking if they wished to remain on lists and repeated requests over short intervals to do this. ML was happy to receive any feedback about this to his email which is: Mark@Healthwatchesalford.co.uk

An issue was raised about the ultrasound referral process, particularly to one of the private companies that operate out of the heal centre. MS gave a quick update on how the process works from a practice point of view and advised that these service providers are not directly linked with the practice itself.

Enhanced Access

DF reminded the group that the changes to the location of the Enhanced Services had commenced, as originally advised at November’s meeting, in January 2024 and along with the rest of the Broughton Primary Care Network (PCN) continue to run Monday to Friday evenings and alternate Saturdays at Blackfriars Medical Practice / Lower Broughton Health Centre and alternate Sundays from Newbury Green / Limefield Medical Practice. These additional clinics continue to provide a full range of GP services outside of traditional GP opening times and are available for patients of any practice to book at any of the locations.

Newbury Green also continues to play an important role in the provision of additional vaccination clinics including Covid, MMR, Influenza (starting October 2024) and RSV. These services are carried out for practice patients, often during core opening hours, but also for PCN patients at occasional weekends in addition to the Enhanced Access services.

ML to investigate any podiatry discharge issues and feedback to the practice.

5. General Updates

DF provided the group with some updates across a range of practice and PCN related matters:

The practice's patient population continues to grow at a steady rate and as of 10th July was 13328 – a net increase of 399 (+3.1%) patients since the start of the year. Many of these patients continue to transfer in from other local Salford practices.

Patient who Do-Not-Attend (DNA) their appointments continues to be a problem however with a total of 1363 (GP and Nurse) in the period Jan-Jun 2024. Although this is bad, it represents a drop from 1573 (-13.3%) for the same period in 2023.

Winter Pressures

Focus is already turning to Winter pressure requirements. The practice is planning for Flu and Covid vaccination clinics which we are hoping to start around 3rd October. (*NB: regulations have determined this date, not the practices*). A wide range of dates and clinics will be available and there will be options for patients to have both jabs at the same time. Invites will be going out shortly for patients to book in advance.

There is also a requirement now for practices to administer the Respiratory Syncytial Virus (RSV) vaccine and we are currently looking at ways in which this can best be achieved. It is planned that along with "normal" clinics, all the vaccines will have options offered at specific weekend dates to provide greater accessibility for patients

In addition to vaccine clinics, the practice is also looking at ways to use any additional NHS funding if granted this year to provide more GP and/or Nurse clinics. All the practices in Broughton PCN have this option to act individually rather than have just one service, possibly at one location, as some other PCNs operate.

DF also advised that whilst not certain as yet, it is hoped the "Surge-Hub" may also be an option in the New Year if funding and facilities permit as this proved to be of benefit to patients in Winter 2023/24, particularly for those weeks when it was based at the Energise centre

Barriers to vaccinations

DF proceeded to ask the group again about what they felt could be barriers to patients having vaccines NB felt that sending letters could still be the best solution although there is clearly an issue with use of materials and postage costs. There was a short debate about various methods of communication (letter / text / email) and who and how these various methods could be employed and accessed. Comments were made about bulk-sending emails and this will be looked into as there is the existing facility within the

DF to determine possibility of batching emails and bulk sending to patients.

	<p>practice clinical computer system to send batch text messages and individual email, the ability to send a batch of emails is not clear and will be looked into.</p> <p>NB also raised an interesting point about the barriers to patients actually getting the vaccine (e.g. fear of needles) and perhaps more could be done to understand and assist with this problem?</p> <p><u>Regarding the PCN</u></p> <p>Dr Carlie Gardner is continuing in the role as Clinical Director of the PCN and is very active across a range of issues. Other practice staff do items of work on an ad-hoc and informal basis and the practice in general is an extremely important part of the network.</p> <p>The practice has now also appointed from within its ranks three General Practice Assistants (GPAs) under the Additional Roles Reimbursement Scheme (ARRS) funding. These are roles that support clinicians by using staff with appropriate training, knowledge and experience to look at a variety of tasks e.g. clinical administration. Emma, Shannon and Rebecca from our office have been appointed to these positions in hybrid roles with their normal administration duties. The working hours for this have been back filled and it is also likely additional recruitment will take place as the day-to-day administration workload is ever-increasing.</p>	
<p>6. Staff</p>	<p>DF gave the group an update on the staffing situation:</p> <ul style="list-style-type: none">• All the new GPs (Drs Abuhussein, Sa'id and Munshi) have now been with the practice for over six months and are a welcome and important part of the team. We are hoping to re-initiate a joint injection service as a result of this in the near future.• Following periods of Maternity Leave, the practice will be please to welcome back Anna Haston (Physician Associate) and Dr Sharon Shapiro in September and October respectively. We congratulate them on healthy additions to their families.• Emma Napier (Physician Associate) left the practice at the end of April 2024 and was thanked for the work she had contributed during the previous twelve months• Kim Finney, one of our nurses has just recently completed her prescribing qualification and so will start to develop her formulary going forward which will allow her to prescribe specific medication without a patient needing to see a GP. Congratulations to her for finishing what is a challenging course.	

- The practice will continue to host medical students and GP Registrar doctors who are also appropriately supervised. Most of the students who visit are simply in clinics to observe and patients will always be asked for consent to allow any student in their consultation. Our current GP trainee, Dr Gregory will shortly complete her rotation at the practice and from September we will have two trainees with both Drs Spurrell and Starkie now being assigned one each. ND enquired about the management and supervision of these trainees so MS advised the meeting about how the process works, how the work the trainees do is monitored and assessed and how each patient seen is appropriately dealt with.

Reminder - The practice continues to look to recruit staff that will assist to improve access for patients. This does mean that some patients can be seen by appropriately qualified clinicians who may not necessarily be traditional GPs as there remains a well-publicised shortage of doctors and nurses nationally.

7. Patient Experience

DF advised the group that further to comments made previously and increasing system problems, the practice was looking at replacing the existing patient check-in / information / calling systems. Currently this is actually two different systems, one of which has what is now almost obsolete software and the alternative being looked at is a single combined system and has far greater flexibility in the information that can be broadcast. It is possible that in addition to using a library of prepared healthcare message, the practice can record and use its own featuring staff and perhaps willing patients?

DF informed the meeting that because the practice is the single largest user of interpreters in Salford, and possibly one of the largest across GM, we will be undergoing a pilot scheme called “Interpreters on wheels” which is essentially a mobile connection to a translation service. Initially it is thought to site this device either on reception and/or locations where baby clinics are being carried out in order to communicate and educate about important issues such as childhood immunisations.

The 2024 GP Patient Survey was published towards the end of the previous week and DF was able to give the group some headlines information about the practice and comparisons with the local area and nationally

The University of Manchester is looking for patients to take part in its survey regarding access to services. Group members were given a handout with information about, and links to this survey, should they want to take part.

8. A.O.B.

Meeting adjourned at 8:40pm

Date and Time of next meetings (provisional):

TUESDAY 19th November 2024 @ 6:30pm

TUESDAY 11th March 2025 @ 6:30pm