**Burnley Group Practice**

**Patient Participation Group Meeting Notes**

**Monday 21st June 2021, 10am - ZOOM**

1. Apologies, welcome and introductions

Staff: Dr Richard Daly

Patients: JD, MG, DE, MS

Attendees

Staff: Katie Clarke, Helen Harrison, Julia Moseley

Patients: DA, LCW, CJ, LJ, MM, SR, GS, AS, SW (Chair)

1. Etiquette for online meetings

Usual reminder regarding etiquette.

1. Matters arising

Covid vaccines – we have held our last clinic in the hub, just mop ups to do in practice, it has been a major drain on the practice, both having to provide staff and deal with the resultant queries, nothing has been heard yet regarding a possible booster dose in the autumn

Telephone system (general problems, being answered at different sites, not being able to get back to the person who wants you, numbers in queue) – problem worse for older patients who mainly tend to ring. CJ has been into our reception and Padiham and has tried to look into the matter, in communication with MLCSU and the matter has been escalated, it is causing major problems to the wellbeing of both staff and patients. It has to be dealt with at the highest level, the problem is the same in other areas and cannot possibly be allowed to continue.

1. PPG Secretary

Thank you to SO for being secretary and the work she has put into, she has stepped down now, please let HH know if you would be able to record minutes either regularly or on a rota basis.

1. Access at Manchester Road Surgery (MG)

Access to this building has had to be changed during the pandemic as we’re seeing Covid positive patients at that site. There is disabled access at the front and rear of the building, there is a disabled toilet, the Practice Nurse and Health Care Assistants are based upstairs, patients who struggle with stairs are asked to make appointments at the other sites, or to mention at the time of making the appointment so we can make provisions.

1. General Practice Data for Planning and Research – Data Opt-Out

There is information on our website, lots of concerns raised, worries regarding data being sold to commercial firms, or not being anonymised.

The GPDPR is not to be confused with your medical record being accessed when you present to other services, this is separate and the person accessing your medical record will ask for permission before they access it.

There are two types of Opt-outs, a Type 1 optout where you need to complete a form and this this to the practice, this stops your data going out of the practice to NHS Digital. Then a national data opt out, you can complete an online form for this, this stops your data being shared by NHS digital. You can complete one or both opt outs.

More information is available at [General Practice Data for Planning and Research (GPDPR) - NHS Digital](https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research#what-data-is-shared)

1. Appointment system (F2F availability – AS)

Face to face appointments have always been available and continue to be. Demand at the moment far outstrips supply, we are trying to look at how best we can use the professionals we have bearing in mind the shortage of doctors, we now have a team of Paramedics, Nurse Practitioners (NP) and Pharmacists, the receptionists will try to care navigate to divert patients if appropriate, but then will book either for routine or urgent on the day with the most appropriate clinician. We are not triaging, it is a full consultation. The new system started last week, we have put extra capacity in but will need to look at whether the capacity we have put in is sustainable long term. We also have a backlog to clear. We are continually reviewing the system. Face to face appointments with a GP, NP or similar are currently taking capacity out of the system in that they are a 10 minute appointment for the telephone call, then 10 or 15 minutes for the face to face appointment.

Digital consultations are something that are being looked at in the wider NHS and we will be moving forwards on this, depending on consultations with other practices in East Lancashire.

LCW raised the potential of sending photographs in prior to appointments – this is something which is ongoing but can be problematic.

Continuity of care was raised as an issue, we would all prefer patients to have as much continuity of care as possible, it is much easier for a clinician to see someone they have seen before for the same problems and we do aim for this as much as possible.

1. Repeat prescriptions – difficulty in accessing – app playing up, emails not working, can’t order on the phone, nominated pharmacy (AS / AE)

Issues mentioned regarding no longer prescribing certain items for cost reasons, many of these are out of our hands. The apps are independent from the practice, we have no control over them or which one the patient uses. The email system should be working, our main email address [burnley.gp@nhs.net](mailto:burnley.gp@nhs.net) is checked throughout the day. Only patients who find it difficult to telephone can order regular prescriptions on the phone, this has been the case for many years now and is to prevent mistakes being made, and our phone lines being blocked, you should order using the online services where you can, alternatively email, or post your paper request at any of our sites. Nominated pharmacies are also slightly out of our hands, whilst we can change a nominated pharmacy we rarely do, the pharmacies tend to change nominations however on the online services apps you should be able to see which pharmacy you have nominated.

1. Staff changes

Dr Lissy Kallarackel leaves the practice at the end of July, she will be moving to Shropshire to join Dr Joe to be closer to their family, she will be missed by us all and has contributed a massive amount to the practice however we wish them both well. Recruitment to replace her is ongoing however due to the national shortage of GPs her replacement is unlikely to be like for like and we will be skill mixing – one of the options we have as a large practice. We have also lost several receptionists recently due to retirement and moving on for other reasons, we also wish them all well, we have already recruited 5 replacements who will be undergoing training over the coming weeks. Once they are trained some staff will be changing roles within the practice as part of their own development, please bear with us during this time of change.

1. Any other business

Now that there are more telephone consultations there was a plea for doctors to please speak clearly and enunciate clearly.

LCW raised the bedside manner of receptionists, she felt that some may need customer service training and a better bedside manner, KC explained we don’t have dedicated time for training.

Lots of the conversations revolved around lack of funding and being able to provide the service we all want.

1. Date of next meeting - ?Monday 16th August – invite to follow