**Burnley Group Practice**

**Patient Participation Group Meeting**

**Monday 5th September 2022**

**Present:**

**Staff**: Helen Harrison (Quality Manager)

**Patients**: SW; AS; MM; JD; CJ

**Apologies:**

**Staff**: Richard Daly, Aneela Khaliq

**Patients**: FA, KR, MS

**Matters Arising**

**Telephone System/ online access; / digital update**

Telephone System

HH. New telephone system should have been in place today, but many problems encountered. Kiddrow Lane and Manchester Road ready but St Peters having fibre problems. New proposed date is 30th September

Online access/digital update

HH. This will be ready for the beginning of October. Only one feasible solution has been found: accuRx. This is a quick and easy system to use, enabling staff to text patients. Can work over set periods of time: e.g. Reminders re daily BP readings needed etc. Patients will be able to reply and access online triage and consultations. There will be a link for patients on the website to guide through options. This will save time and also free up staff. Will not be immediate as some staff training needed. Online appointments will recommence, but these will be limited as we can only offer slots that don’t need triaging – most of our appointments do need triaging to ensure patients are booked with the correct clinician. Patients also will be encouraged to use the NHS app as it is compatible with accuRx.

**Appointment system**

Face to face appointments:

HH. Pushing to open up more face to face. However, problems due to practice being short of Drs. Lots of locums being used, but this proves expensive. Adverts have gone out and interview arranged for one post.

Opening of appointment times

8am and1am still in place, will continue at present until the new telephone system in place and will be under review.

SW. It would be better from 8am only, it is always an ongoing battle to get through and then start all over again in the afternoon. What is the reason for this?

MM. Prescriptions not always approved within 24hours.

HH. It is now agreed that the all the Drs will deal with the prescriptions from the GP inbox and deal in date order. Also there are 2 locum pharmacists now dealing with the inbox. May not be sustainable long term as locums are expensive. Practice using a quality and outcome framework to ask patients to book in re things like BP readings, results, smoking etc. 48 hours is the agreed limit for prescriptions to be issued

**Digitalisation of records.**

All records now digitalised., can come off future agendas

**Recruitment and retention**

Constant movement of staff, 5 receptionists down, early retirements, staff leaving, sickness. Currently ads are out, offering increase in wage to tempt staff in. A new practice nurse has started. A part time trainee starting in pharmacy. One interview arranged for GP post and an ex trainee GP is interesting in joining practice next year. Although there are 10 partners in practice, a lot are only part time.

**Nova document workflow**

Large backlog of documents re patients’ records, which built up during covid. Urgent ones are dealt with. Now being outsourced to a company, which began the process last week. Alliance works on behalf of the practice to help with extended access services and employing staff. Looking at bolstering the workforce.

**Prospective online access to records (national)**

Every patient will have full prospective access to their records from a date in November. Safeguarding could be an issue and looking at risk to vulnerable patients, so they do not have access to sensitive issues re safeguarding. Search facility to pick up any safeguarding codes.

JD. How does access work?

HH. From November onwards, will no longer have to fill in form, it will be available to all patients, although retrospective access will still need the completion of a separate form.

**Covid and Flu vaccines update**

Delays, due to staff shortages. Flu jabs should start in next couple of weeks. Covid boosters, PCN are organising for eligible people.

**Reception errors**

LCW (not present) Complaining of errors when speaking to reception. These should be raised with the Office Managers (Terri and Cath) at the time. Sick notes have been a problem, but *this is being looked into.*

***Any other business***

SW. Heating/lighting bills are going up, how does this affect the practice? Does NHS fund?

HH. St Peters and Kiddrow are NHS buildings but Manchester Rd is not and may be affected, but on fixed deal so ok at present.

CJ. Burnley is not alone in telephone problems, Accrington and Blackburn affected also re abusive calls. Lots of problems with telephone operators being abused verbally by patients. Not acceptable. Accrington and Blackburn have got a red box system which flags up abusive calls.. Numbers can be blocked if abuse by individuals persist. 3 strikes and you are out!

HH. We already have such a system here. Zero tolerance to abuse. Abusive patients get a letter: 2 strikes and they are out. The new telephone system will automatically record calls

CJ. Never ending problem in NHS at present getting 24hour care for vulnerable patients.

SW. Professionals recommended going to Urgent Care for specific problem, (excellent service there), however, CT Scan to brain not available in Burnley, meaning journey to Blackburn. Why is this?

CJ. More than likely due to staffing problem, hols, shortages, sickness. He will investigate.

**Next meeting:** week commencing 5th December 2022 – to confirm nearer the time depending on attendance

Possibly face to face, with facility to join through Teams if anyone reluctant with face to face.