

## **Firsway Health Centre**

### **Patient Participation Group**

Notes of the meeting held on 15<sup>th</sup> July at 2pm, via Zoom

Present: Mike Chidgey  
Malcolm Howells  
Lynne Morris  
Louise Morgan  
Paula Lea

Apologies: David Howling  
Georgina Jameson

All welcomed to the meeting and thanks extended to Mike for facilitating via his Zoom account.

1) Apologies

David Howling  
Georgina Jameson

2) Matters arising from previous meeting

Minutes of the previous meeting accepted as a true and accurate record.

A little further clarification on how the FCP service is provided was discussed.

The Service is commissioned via the Sale Central PCN.

Bookings can be made either online via patient access or via Reception. Requests made via AskMyGP that are suitable for the FCP are routed to that service.

3) Practice Update & Website

The partnership remains unchanged.

Deryn Booth Practice Nurse is now on Maternity Leave, we have three temporary nurses to cover:

|                                    |        |
|------------------------------------|--------|
| Rose Southam Advanced Practitioner | 1 day  |
| Michelle Saxon Practice Nurse      | 2 days |
| Feralie Bennett Practice Nurse     | 1 day  |

Drs Louise Fenton and Matthew McKenny have moved on.

Dr Zsofia Sebor has taken a salaried position for six sessions

Dr Katie Jackson have taken a salaried position for six sessions

Some new practice admin and reception staff have been appointed recently and the practice currently employs four apprentices.

We have been hard hit with absence due to COVID isolating test and trace for the past couple of weeks and are awaiting further guidance on how to deal with this that is due to be published soon. In the mean-time nothing changes in terms of the SOP.

A number of previous services have now been stood back up and operating from the practice.

Annual Patient Survey will be reviewed over the coming weeks.

We are currently operating a Red Room policy to see potential COVID patients. This is via the fire exit door on the opposite side of the entrance to the building and patients can be seen in Room 6 safely.

Appointments with the GP are still a telephone triage on the day model however we have re-introduced extended hours two evenings per week to keep for working patients.

#### Website

The website has been refreshed with a slightly different format and now includes a search facility. Dr Linscott is working on this as a quality improvement project during her traineeship.

Website wording for AskMyGP to be reviewed – consider at next meeting.

Lynne Morris volunteered to review the website and feedback.

#### 4) Friends and Family Feedback

Average is still 92% positive feedback but does vary a little month on month.

All negative feedback is followed up.

We have received relatively few complaints and many compliments and are finely balancing managing expectations and workload.

We have a huge backlog in secondary care with more work being passed back to primary care.

#### 5) Covid Vaccination Update

Trafford CCG are commissioning additional services via pharmacists.

Some practices in the UK are continuing to vaccinate cohorts 10-12.

The Sale Network was commissioned for Cohorts 1-9 and cohorts 10-12 are being commissioned by Trafford CCG on behalf of NHS England therefore these cohorts will need to book via the National Booking System.

The Network have completed vaccinations for all the vulnerable groups with around 95% take up in 70+ and 90% take up for 50+.

There is no guidance currently available in relation to Booster Vaccinations.

6) Any Other Business

Request still for PPG members to spread the word about appropriate service requests.

111 – A&E rules still apply currently.

Discussion took place during the meeting in relation to patient removals and systems in place.

7) Date of Next Meeting

Thursday, 9<sup>th</sup> September 2021 at 5.00pm

Louise Morgan  
Assistant Practice Manager  
8<sup>th</sup> September 2021

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