

Firsway Health Centre Patient Participation Group

Notes of the meeting held on 9th September 2021 at 5pm at Firsway Health Centre

Present: Georgina Jameson, Lynne Morris, Mike Chidgey, Louise Saunders

- 1) Apologies: Malcolm Howells Paula Lea David Howling
- 2) Minutes of the previous meeting accepted.
- 3) Practice Update: Staffing

The practice is still advertising to recruit for a GP for 8 clinical sessions.

Dr Wai-mun Lester is returning from maternity leave to 6 clinical sessions.

We have welcomed Dr Raghad Orton to the practice who is working 4 clinical sessions.

We are still mandated to operate an on the day telephone triage model.

Staff absence due to COVID is still relatively high but currently manageable.

Practice Updated: Website

The website was reviewed again during the meeting and acknowledged that some aspects of the new format do not seem to work particularly well. There is a feeling of duplication for some of the headings which we will be speaking to the provider to see if they can be removed. LS advised that it is only the look of the website that has changed NOT the content and this will be worked through.

It was acknowledged that this is a work in progress and will take a little time to update and change fully.

- 4) Efficiency & Effectiveness

Friends and Family feedback

Average is still 92% with all negative feedback followed up.

The subject of DNA's was brought up and this is now less prevalent due to the practice operating on the day appointments. We have an odd occasion of a patient missing a nurse appointment but not very often.

- 5) COVID Update – with Flu

Planning for Flu has been delayed due to delays with delivery of vaccines. Clinics were originally planned for 25th September and 2nd October. This is now potentially Saturday 9th and 16th October. Further details will be communicated as soon as we receive more information.

Sale Central Network practices are delivering flu vaccinations within their own practices and COVID 19 Boosters for original Cohorts 1-9 will be delivered by the network at The Life Centre.

6) AskMyGP

This is still the preferred system for patients to make requests for GP appointments, however appreciate difficulties that some patients face using it. Georgina provided feedback to the meeting that there is a perception amongst patients that the practice is not open. Demand is exceptionally high currently within the practice and patients are being brought in for face to face appointments if required.

7) Telephone Message on Hold

This will be reviewed and updated as changes are made to the appointment system and to convey short messages to patients.

8) Any other business

The process of processing clinical letters and letters from patients into the practice was discussed.

A question was raised in relation to the recording of patients next of kin as a matter of course during the registration process. This isn't currently information that is requested on the registration form and currently there are no plans to capture this at the point of registration.

9) Date of Next Meeting Thursday, 4th November 2021 at 2.00pm at Firsway Health Centre