

Newbury Green Medical Practice
Patient Participation Group
Newbury Place Health Centre
10th November 2022 @ 6:30pm

Minutes

Present:

Dr Simon Joseph (SJ)	GP Partner (Newbury Green)
David Flinn (DF)	Practice Manager – Acting Chair
1 female patient(s) (LE)	
5 male patient(s) (ND, DR, BH, RB, JK)	

Apologies:

Dr Carlie Gardner	GP Senior Partner
2 patient(s) (NB, JB)	
Rachel Dilworth	Newbury Green Office Manager

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.</p> <p>No new patients were attending so it was not felt necessary to go over the Ground Rules this time.</p>	
2. Apologies	<p>Noted from CG, RD, NB, JB</p>	
3. Minutes of last meeting	<p>Two sets of minutes were produced for group approval. This was due to the fact that the previous meeting on July 14th had been a neighbourhood-wide Primary Care Network (PCN) event and the one before that (7th April 2022) was just for Newbury Green Medical Practice (NGMP) patients. DF apologised for the delay in circulating the July minutes and assured delegates every effort would be made to get future minutes out as soon as possible.</p> <p>Both sets of minutes were agreed as a true reflection of the respective meetings.</p>	

<p>4. Guests / Services</p>	<p>No Guests were present at the meeting</p> <p>Group Members were again asked to advise MGMP management about any ideas they had / wanted about guests attending future meetings.</p> <p>In the absence of guest speakers, DF gave the group an overview of some of the additional services now being run out of Newbury Place Health Centre:</p> <ul style="list-style-type: none"> • <u>First Contact Physio</u> – this has recently been expanded to 3 days per week due to demand and the success of the service. • <u>The Pharmacy Network</u> – Service that provides support for the doctors and network pharmacists with medication related issues and patient reviews. LE commented that it was good to have this extra local service. • <u>Nursing Associates</u> – Being recruited currently to provide additional appointments for patients across the PCN. • <u>Health Coaches</u> – A service presently running until March 2023 assisting patients with specifically mental health issues and offering direction to various pathways in which they can be supported. • <u>Surge Planning</u> – Plans just being established to provide extra services through the challenging winter period. Some of the options being investigated are respiratory hub(s), home visiting and additional same day urgent care in the area. 	<p><u>ONGOING</u> PPG members to inform DF as to who they would like to attend meetings for information or queries</p>
<p>5. General Updates</p>	<p>DF re-advised the group that he thought it would be appropriate to give them an overview of what was happening not just at practice level but also across the healthcare community in the neighbourhood (PCN) and Salford / Greater Manchester as a whole:</p> <p>Salford Clinical Commissioning Group (CCG) as an entity ceased to exist from June 30th 2022 and became part of the new Greater Manchester (GM) Integrated Care Board (ICB). This was part of a national directive to streamline services and involves all ten localities across GM being one organisation. The good news is that the vast proportion of staff working for Salford were moved into the new framework and for the most part remain working in and for the Salford locality.</p> <p>ND mentioned that whilst the “CCG” practice email address for ordering prescriptions was still active and was a very good and efficient service, there was surprise it still had the “CCG” address. DF felt these addresses were being changed over time to reflect the new “ICP” organisation but emails to the practice are still being delivered as there is a redirection in the process.</p>	

A Covid-19 Booster vaccination clinic was set up to run at the Broughton Hub but unfortunately was poorly attended. Broughton's overall vaccination rate remains relatively poor and the PCN sits within the bottom 20 PCNs in Greater Manchester although it was acknowledged that comparisons have to be viewed with a degree of caution as there are vastly differing demographics across areas of the city. As a replacement for the Hub, it was thought patients may be more comfortable going to an actual GP practice and therefore further clinics have been arranged at Lower Broughton Health Centre for 20th November and 18th December (10:30am – 3:30pm)

With effect from Monday 14th November 2022, there will be a new Community Diagnostic centre opening in the Newbury Place site. This is something that has been absent from the Broughton PCN since other parts of the city started several months ago due to a problem with lack of suitable accommodation but due to the recent refurbishment of part of our building, the right "people" were put in touch with each other and we now have that service that patients will be able to access through their GPs as part of the normal Electronic Referral Service (ERS). Initially this clinic will be able to look at things like:

- Blood Pressure Monitoring
- ECGs
- Phlebotomy
- Spirometry

It is hoped that this service / option can be further developed over time.

Non-Obstetric Ultrasound (NOUS) scanning continues to also be offered at out site, either within the practice itself every Wednesday or with a different provider from the suite of rooms recently refurbished as mentioned above.

DF also gave the group an idea as to what some of the key focus areas are across the city currently. These include:

- Health Inequalities – what can be done to help patients from all parts of the system gain access to and engage with appropriate services.
- Vaccinations – In addition to Covid-19, there remains an urgent need to promote and administer the Flu jab and due to recent events, Polio and Hepatitis(A) vaccinations.
- There is a continuing focus on any organisation's Carbon Footprint, and it is increasingly likely practices will have to look at ways to become "greener" in future.
- Cost of living – Practices are asked to promote various support pathways accessible to patients who are struggling for a variety of reasons due to the national financial "crisis".

6. Staff

DF gave the group an update on the staffing situation:

- The practice has recruited a second Physician Associate (Esther Adekoya) who will be seeing many patients and who provides vital additional support to the GP workload and practice capacity.
- Our Original Physician Associate (Anna Haston) is returning from Maternity Leave on November 11th in a phased manner which will offer further appointment capacity.
- We had a new Practice Nurse (Kim Finney) join the practice in June 2022 and can also advise that another Nurse (Tara Green-Robinson) is joining the practice full-time in December upon completion of her Practice Nurse training programme.
- One of our Healthcare Assistants unfortunately left the practice in August 2022 as the commute to work had become an understandable issue. We are currently trying to recruit to this role but as with all clinical recruitment, it is a challenging process and even though we had 66 applications from the first advert, very few were suitable, and we were unable to make a hire, so the search goes on.
- Three members of our Admin/Reception team have started on a Care Certificate programme of training and have recently all qualified as phlebotomists and so will be providing more capacity in that area as the demand for blood tests remains enormous. They will hold one or two clinics per week to support the nursing team.
- Additional admin staff are currently being recruited to backfill the point above. A recently closed advertisement generated 166 applications and interviews are being held during the remainder of November.
- Dr Laurence Bacall retired on 30th June 2022 although he has returned to assist the practice one day per week.
- Dr Carlie Gardner has now taken over as Senior Partner and combines this position with her role as co-Clinical Director of the Broughton Health Alliance PCN
- The role the DF occupied on the Governing Body of Salford CCG came to an end with the formation of the GM organisation. In addition to Practice Director duties, DF has now taken up a position as joint Operations Manager for the PCN..a role shared with the Practice Manager from Lower Broughton Health Centre.
- The practice will continue to host medical students and FY2 doctors.

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 is a well-publicised shortage of doctors nationally.

<p>7. Patient Experience</p>	<p>From 1st October 2022, practices were required to commence the provision of enhanced hours services (evenings and Saturdays). This is being done as part of a collaborative working project with other members of the Broughton Primary Care Network (PCN).</p> <p>The initial setup of this service called for significant planning and many obstacles to be overcome such as location, clinical computer systems, access to patient records, staffing, equipment, apportionment of appointments to name a few.</p> <p>As it stands the system allows for appointments (GPs & Nurses) at Lower Broughton (Monday and Tuesday), Newbury Place (Wednesday and Thursday), Blackfriars Medical Practice (Friday) and then one of these sites each Saturday on a 3-weekly rotation.</p> <p>DF previously advised that it may be possible (and more practical) to offer services on both Saturdays and Sundays rather than evenings as this would better cater for our various patient population groups but permissions for this have proven challenging to obtain. However, examination of guidance from the British Medical Association (BMA) suggests we may now be able to tweak the current set up which, although would still require some appointments on Monday-Saturday, would also allow us to offer some of the mandatory hours required for our PCN on a Sunday. A proposal for this has been submitted and we are hoping that it may commence in January 2023.</p> <p>LE suggested that it may help to speak to the pharmacist who shares our site and get them to write a letter of support for the Sunday working as it would benefit a huge chunk of the 25,000 patients who are registered within our building</p> <p>DF gave a brief update on progress with the practice's social media, particularly Facebook and Twitter. It is clear that further work is needed with these systems, and this will look to be continually developed. Any observations and comments from patients about this would be appreciated</p>	<p>DF to Contact local Pharmacy for support</p>
<p>8. A.O.B.</p>	<p>DF asked for any opinions as to the 8 "fixed" agenda items that form the core of the group's meeting structure as it was felt this represented a good balance and allowed for reasonable debate and dissemination of information. Those attending agreed and the format will continue although it can be discussed again at some future meeting.</p>	

JK submitted a question via email about accessing blood tests at other sites through the Enhanced Access (EA) scheme. DF advised that the tests were available to all PCN patients across all sites during the EA hours but normally a practice would just continue to see its own patients throughout “normal” hours. It may be worthwhile for any patient when booking an appointment however, to query if there are any slots available at other sites as our receptionists do have the ability to book these if they are available.

DR asked a question about PPG members and Car Parking permissions which DF promised to resolve

BH asked about the removal of *the “you are number X in the queue”* message when waiting on the telephone. DF was not aware any change to the system had been arranged by the practice and will investigate and feedback to the group

With reference to earlier comments about the “Green” agenda, DF asked the group if they had any ideas or contacts about the collection of recycling materials as the practice’s “lead person” for this had met a bit of a brick wall. It was suggested that we could contact the Greater Manchester Waste Disposal Authority (GMWDA) for advice, Salford City Council or the refuse collection agency at Turnpike House. These are all paths that we can investigate are much appreciated. RB commented that this is something that should / could be done on a city-wide basis, and this will also be questioned as it was agreed this is a more logical approach.

Meeting adjourned at 8:10pm

Date and Time of next meetings (provisional):

PLEASE NOTE DAY OF WEEK CHANGE SO AS NOT TO CLASH WITH PROVISION OF ENHANCED ACCESS SERVICES FROM NEWBURY GREEN

TUESDAY 14th March 2023 @ 6:30pm (NEIGHBOURHOOD)

TUESDAY 11th July 2023 @ 6:30pm

DF to sort DR parking permit

DF to investigate changes to the “hold” narrative in the phone system