

**THE VALLEYS MEDICAL PARTNERSHIP PPG**

Date: **Thursday 12th May 2022 at 6.30pm**

Venue: **Meeting held at Gosforth Valley**

**1. Attendance & Apologies**

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| **Present:**  Glyn Jones (Chair)  Wendy Jones  Pat Boyle  Sarah Bond  Shelley Hinson  John Needham  Howard Mills  Jenny Mills  Helen Lane  Mike Kirby  Evelyn Kirby  Mike Simms  Mary Milner  Carole King  Dr Martin – GP Partner  Bernie Highfield Practice Manager  Beck Cousin – Medicines Order Line (M.O.L.)  Maria Davy – Medicines Order Line (M.O.L.) | **Apologies:**  Ryan Bond  John Hutchinson |

**1.Chairman's Welcome and Apologies received**

Glyn Jones welcomed attenders. Apologies were noted (see above).

**2.Minutes of Previous Meetings**

The minutes of the previous meeting on 1st March 2022

held over Microsoft Teams were accepted as an accurate record.

**3. Matters arising from previous minutes**

Increase PPG membership, Ryan is doing a poster.

The NHS app facility to see all records has been postponed provisionally until June/July.

**4. Presentation from Medicines Order Line (M.O.L.)**

They look after almost 800000 patients, but are struggling at the moment due to staffing issues with staff leaving and it taking up to 20 weeks to complete recruitment of new staff.

As there have been problems for patients getting through more telephone lines have been installed and the lead in message has been shortened. There is a facility to leave a message and be called back within 48 hours. There is also the option to utilise online ordering of medication via the NHS App. MOL are looking at alternative ways of recruiting.

**5. Friends and family.**

This was suspended during Covid, reinstated last year for secondary care and, now being reinstated for GP practice. The question is slightly different to previous one, asking about overall experience instead of recommendation to friends and family. Reporting starts in July.

**6. Update Covid 19 vaccination booster.**

Dr Martin is the lead for the practice. At the moment only the over 75’s and the immune compromised are being invited for the booster. Patients who were covid positive could receive vaccination 4 weeks after their first positive test.

7**. Practice update**

**New Intercom**

New video intercom has been installed at each site.

**Changes to covid controls post pandemic**

New infection control guidance directs primary care to transition out of pandemic working. The changes being implemented at The Valleys Medical Partnership (Moss Valley and Gosforth Valley Medical Practices) are: -

* Distancing – we are returning to pre pandemic physical distancing in all areas. Social distancing signage will be removed and seating moved back into the waiting room
* Isolation room – retaining the isolation room for any patients who need to be seen with potential respiratory infections.
* Masks and hand hygiene – continue to practise good hand and respiratory hygiene. Patients, visitors, and staff will continue to wear facemasks, unless exempt, and sanitise hands. Signage reminding patients to wear masks will be improved.
* Cleaning protocols - return to pre-pandemic cleaning protocol i.e. clinicians not having to wipe down in between every patient. Enhanced cleaning will be retained in the isolation room.
* Open door – easier access for patients – patients will be screened by prominent notices at the entrance doors, text messaging prior to appointments, prompts on the booking in screens and, telephone message.
* Reception desk screen – the main screen at the reception desk will remain, but the smaller screens will be removed.

**Contacting the Surgery by Telephone**

With effect from 1st June, the telephones will be transferred to the out of hour’s service at 6.00pm instead of 6.30pm. This is to allow time for the GPs to debrief the trainees and follow up any patients that require follow up, before the surgery closes at 6.30pm.

**ONLINE CONSULTATIONS**

In June, we will transfer from eConsults to AccuRx to manage electronic consultations. AccuRx will be easier for the patient to create an e-consultation as well as streamlining the process for the practice when managing electronic consultations.

**STAFF UPDATE**

* Moss Valley
  + New Assistant Practice Manager commencing in post end of May – Tricia Holcombe (f)
  + New receptionist – Daytona (f), also starting end of May
* Gosforth Valley
  + New receptionist – Saffron (f), started in April
* Primary Care Network
  + New PCN Manager – Tom Watson (m)
  + New Pharmacy Team – two clinical pharmacists and two pharmacy technicians

**8 Any other business**

Practice Newsletters

Helen had produced the latest practice newsletter, which would be uploaded onto the website.

Helen offered to update the dementia information leaflet, originally published several years ago. Bernie thanked Helen and noted this would be a really useful leaflet for patients.

PPG meetings

Glyn raised concern that nothing that gets discussed at the PPG ever gets done. In response Bernie asked for examples. Glyn gave the example of staffing the front desk at Gosforth Valley – Glyn had previously asked for the front desk to be manned to ensure patients wore masks when visiting the surgery and to monitor patients in the waiting room. Bernie noted that the front desk could not be manned at all times due to ongoing reduced staffing levels. Gosforth Valley reception was short staffed; the practice were continuing to recruit to fill the vacancy. There were delays with recruitment due to successful candidates subsequently withdrawing, and recruitment having to begin again. Bernie explained that staff working on the front desk could not undertake all the same roles as those working in the back office ie staff working on the front desk could not deal with telephone calls as this could breach patient confidentiality if calls were undertaken in front of patients in the waiting room.

Glyn undertook to provide further examples.

**9. Date of next meeting**

**Thursday 21 July 2022 at Moss Valley**

Glyn closed the meeting and thanked everyone for attending.