

**PPG Agenda Wednesday 25<sup>th</sup> January 2024 at 12pm**

<b>Present</b>	<b>Apologies</b>
Jenny PM Dr Chibby Karen Reception Supervisor Patients: Verity Rose Hazel Julie Ben Ann-Veronica Brian	Marion
Welcome Introductions Apologies	Everyone introduced themselves and who they are. Jenny introduced herself as the new manager for Rainhill, she took over in Sept 23, she has worked in another practice since 2005 in the Sefton area and started as a receptionist and worked her way up until the PM in her last practice.
Staff update Starters  Leavers	Jenny PM Suzanne Reception Emma Reception Christine Reception Katie Reception  Philippa PM Debbie Reception  JK updated you all on the new staff and the extra we have taken on to help in reception. Updated on the leavers.
Minutes of previous meeting held.	N/A
Any Matter arising.	Dr C explained briefly about the winter pressure project we have worked on, regarding our housebound, care home and severe frail patients. We have vaccinated with covid and flu, done all the annual reviews. Explained about our Social Prescribe and the benefits he brings to our patients. Offering support with social issues, food bank vouchers, winter warmth, mental health, isolation. VR explained she runs a community hub and how she can help patients along with the social prescriber.  AV explained she is a local parish councillor and helps to run the local rambling club, which is open to all ages and abilities, more about socialising even on a short stroll.

IT and any new technology	NHS App- on-line ordering Free up phones for sick patients rather
AOB	<ol style="list-style-type: none"> <li>1. Capacity and demand, we have sent out a survey and collated all the information back. We then look to see if we can address any of the issues. JK explained we have looked at reception and we are putting a third person in reception to deal with all the patients at the window. We got positive feedback from the group how it will help make the experience of visiting the practice more efficient and pleasant. We need to introduce modern ways of working but also not forget about some patients who are not technical with the internet.</li> <li>2. Prescriptions ordering, we are stopping ordering over the phones due to this is blocking our lines and too many errors when ordering, we are suggesting either signing up for the NHS app, popping into the surgery. R said she liked ordering over the phone but understands why we need to stop, another alternative was suggested that she could ask her pharmacy to 3<sup>rd</sup> party order for her. We van flag at practice that we are happy for this process.</li> <li>3. Notice boards will be streamlined and each board will be themed for example a carers board. We must have all the legal notices for example the privacy notice. Dedicated the job to a receptionist who is creative.</li> <li>4. Website has lots of information regarding long term sickness and support.</li> <li>5. Patches we can only accept so many in a day due to capacity, however it is another avenue to report a sickness and see a GP or PN.</li> <li>6. Orcha app Dr C said it is so good and he is recommending to most of his patients to health support them with long term illness including mental health. Simple to use and streamline to only give information needed, rather than searching the internet. We are happy to show anyone how to set up and use.</li> <li>7. V asked if we refer or use the Falls team, yes this is something we use all the time and excellent service.</li> <li>8. Virtual Ward, this is to keep Unwell patients out of hospital they can visit a patient at home every day do all the treatment necessary until well. We also have a dedicated ward to transfer patients to rather than going through A+E depending upon there symptoms. One member stated they have a friend at the moment under the virtual ward and how good the service was.</li> </ol>

9. Karen reception supervisor introduced herself and her role, JK asked the group if they ever have any suggestion which would help us improve patient experience feel welcome to speak to JK or K.
10. Measles the group wondered what are plans where and would everyone gets a vaccine. JK explained no only all children under the age of 25 yrs. Invites have gone out.
11. Julie introduced herself as she works as a Macmillan Nurse. JK is going to arrange a meeting between some of the group to meet Karl our social prescriber to see where all the services the community and group offer so all can collaborate working together. St Helens have a directory of services patient can engage in.
12. Pharmacy can now treat many new illnesses to help support the practices, the practices can refer a patient over to them for all minor illnesses. The practice has received positive feedback. If the chemist can't deal with a condition or the patient the chemist will call us for the GP to see the patient.
13. The practice has the facility to text out questionnaires to patient to record their Blood Pressure, the GP will then review any high reading we will invite in. This helps save time on the nurses as so many people have there own BP machines. The practice can then see patients that really do need to be seen, this is another modern streamline way of working together.

Action: arrange a meeting with Karl.

Next meeting will be sometime in April invites will be sent out.  
Encourage any new members.