**Minutes of PPG Meeting**

**Monday 9th May 2022**

**Brookfield Surgery**

**1pm**

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| **PPG Members Present** | **Practice Staff Present**  |
| John Munnery | Lauren Haslam – Care co-ordinator |
| Ann Saggerson | Hannah Thomas – PCN support, Warrington CCG |
| Sue Marshall | Dr Emma Lynch |
| Jill Burns | Debbie Taylor – Practice Manager |
| Barbara Angell | Lara – Business Admin  |
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* Debbie welcomed and thanked members for joining the meeting
* Debbie introduced Care Co-Ordinator and PCN support and their role within the surgery.

**Primary Care Network (PCN) support**

* Debbie introduced Hannah to the PPG meeting. Hannah is involved with the PCN Patient Participation Group across Stretton, Lakeside, Stockton Heath, Latchford, and Brookfield Surgery and focuses on implementing and improving patient access services across South Warrington network.
* Extended Access service is part of the DES contract, where GP surgeries offer extended access appointments for patients who are unable to attend the practice for appointments within core hours. Extended access at present is currently being rolled out within our PCN, with GP and nursing appointments being available at Stockton Heath and Latchford Medical Centre, alongside extended hours service at Bath Street Health and Wellbeing Centre, in Warrington town centre (evening and weekend appointments).
* These services focus on patient accessibility, however, require patients to be educated on other services available for primary care treatment. To access these services, patients contact the GP surgery who will offer appointments at other local GP practices who are taking part in the trial and will be booked via Brookfield Surgery.
* Hannah informed us going forward extended access will be rolled out within the PCN starting October 2022. These services will primarily be based within the network and moving away from NHS trust organisations.
* Hannah welcomes patient feedback regarding these services and can be contacted on:
	+ The Collaborative PCN with your feedback via: warccgextaccesscic@nhs.net
	+ You can also contact NHS Warrington CCG, who are supporting PCNs, to give your comments via email or telephone, below: warccg.halccg.commseng@nhs.net , 01925 30 30 30
* More information can be found on the CCG website [www.haltonwarringtonccg.nhs.uk](http://www.haltonwarringtonccg.nhs.uk)

Please see attached Powerpoint and FAQs

**Appointments**

* **E-Consults** – GP practices were instructed by Warrington CCG to implement remote consultations. Brookfield Surgery aim was to introduce these slowly, however, the COVID-19 pandemic resulted in the surgery being fully remote for patient access. This however proved difficult to implement new services and organisational restructure changes. As a result of COVID, unfortunately, Brookfield Surgery lost GPs and administrative staff due to increasing demands.
* **Appointment structure during COVID -19** – Brookfield surgery trialled different appointment systems of having 1 duty GP to triage all e-consults to meet patient needs and demands, however, this was not sustainable for the practice. We welcome patient feedback on how these services are working.
* **Current Appointment system** – patients can book appointments up to 2 weeks in advance. We offer face to face, telephone and online consultations. We have recruited more receptionists and introduced Workflow and Prescription departments to support the organisation holistically to meet service user demands. Reception ask patients the reason for an appointment, to signpost to appropriate clinician.
* **Attached Health Services** we have a variety of attached external health care services that work alongside the GPs at Brookfield Surgery. Surgery staff are trained to signpost patients to these services. These include,
	+ **Care Co-ordinators,**
	+ **Social Prescribers –** provides access to services
	+ **Mental Health Practitioners** – reception signposts and books patients with MH practitioners. MH practitioners are more experienced than GPs regarding MH and can provide knowledge to referring services.
	+ **Pharmacy Technicians -** x2 work with GPs and prescription team
	+ **Clinical Pharmacists** – x1 experienced pharmacist, not able to offer Face to face appointments due to clinical room availability, however, can patients can book tel calls to discuss.
	+ **First Contact Physio,**
	+ **Community Paramedics –** GPs contacts community paramedics to review patients to prevent hospital admission. Paramedic consultation is then reviewed by referring GPs.
	+ **Local Pharmacists –** Pharmacy referral service enables the practice to refer patients into local pharmacists for minor conditions to be reviewed by pharmacist. This service is to relieve GP pressure and educate patients other attached services can help.
	+ **Advanced Nurse Practitioner**

**Staff Update**

* Dr Finigan left Brookfield Surgery in 2021
* Dr White retired in 2021
* Dr Turner is unfortunately leaving the practice in May 2022.
* Dr Lynch is becoming a GP partner
* Dr Leech is a Locum GP
* Dr Turner, Sumra and Rao work 3 days at practice. We are a training practice, supporting x3 GP registrars.
* GPs work externally to the practice within the CCG and primary care networks to improve patient services.
* HCA, employed to provide phlebotomy services for urgent bloods and monitoring of chronic diseases.
* Advanced Nurse Practitioner – Carole Geggie, works alongside GPs for minor problems and is a prescribing clinician.
* Nurse Hill – recently recruited to work with the nursing team, who is our cancer care champion, to support patients with new diagnosis and advise patient of services available.
* Reception Manager employed for supporting reception staff and being a floor walker to provide advice and guidance.

**COVID 19 programme**

* Debbie informed the group, Brookfield Surgery have been working tremendously hard to organise COVID vaccination clinics at The Quays Surgery, Grappenhall. Unfortunately, we have been unable to hold clinics due to vaccine availability.
* In house COVID clinic – we are in the process of Brookfield Surgery being signed off as a pop up vaccination clinic so we can hold vaccination clinics at the surgery – we await confirmation.

**PPG**

* PPG work together to produce a self-care leaflet, to support patients and local community.
* PPG and practice agreed to include PPG minutes within surgery patient newsletters.

Next meeting to be confirmed.