



## **PPG MEETING**

## Tuesday 28th February 2023 @ 18.30pm - 20.00pm

This document is a log of the discussion and actions between all PPG members from both staff and patient representatives.

Attendance: Lynne Hargreaves-Walker, Alex Ashworth, Julia Moseley, Zoe Brown.

Sam Saxon, Brian Harwood, Christina Markarian, Jennifer Herterick,

Alison Penny, Carol Endersby, Hana Khan.

Apologies: Ishtiaq Ali, Kath Heyworth,

## **Agenda**

Welcome		
ACTIONS From previous meeting 12.01.23 (5-10mins)	Completion By	Target Date
Update re more information on website regarding	LHW	
practice research and education	Covered in Item 2	
Update re Patient Missing Appointments and solutions	Jeanette Iddon/LHW	
(DNAs)	Covered in Items 2 & 4	
Terms of reference and confidentiality and sharing		
agreement – are all completed, signed and returned	LHW	
and correct?	Ongoing, but almost complete	

		DISCUSSION	Agreed
New			Actions and
Item			Owner
1.	Friends and Family review	Alex said that the January feedback from patients	
	of monthly report	was generally good, with the positive comments	
	(Alex) (5 mins)	far outweighing any negatives. Feedback had	
		come from 170 patients chosen at random from	
		those having appointments.	
		The negatives (mainly concerning waiting times or	
		delays in getting through by telephone) were	

		being addressed with the new telephone system and extra staff.	
2.	Update from Practice Team	Lynne explained: a)Patient lack of attendance for appointments was being addressed by 2 reminders now being sent out before appointments and contacting any no shows. Also, posters about missing appointments are to go up, stressing the need to contact the practice ahead of time if a patient cannot attend when booked.	
		b) The development of the <b>new website</b> is ongoing.	Update at next meeting
		c)The <b>new telephone system</b> is still at the development stage. A recent tel. breakdown for East Lancs. had caused issues. This was flagged on the website. The website should be the first port of call for checking on issues. A <b>new tel. number</b> for the practice will be coming in due course.	LHW
	New Practice Manager (Julia Moseley) (10 mins)	Lynne introduced the new Practice Manager, Julia Moseley. Julia said that PVHC was a practice that she was delighted to be working with. She explained her skills set and background and her hopes for future developments at Pendle View. She stressed that patients helped drive a practice forward and feedback was always very welcome.	
3.	Project Hercules update (Lynne) (5 mins)	Lynne said that there was little or no new information on Project Hercules. A meeting was due soon and she hoped more information would be available after this.	
4.	Patient & Practice communications- current focus, ACCURX – Triage, messaging (Alex) (5-10 mins)	Alex explained that patients are now being directed to the NHS App. The practice is using ACCURX – e-consult which is accessible via the website.	
	(3.25 (11113)	Appointments can be booked through ACCURX 7a.m. to noon. A triage system then directs the request to the correct person and GP contacts patient to arrange appointment.	
		Patients get an appointment reminder 2 days prior to the appointment and then another reminder 24 hours before, usually in the	

	morning for an afternoon appointment or late afternoon for an appointment the following morning.  There is a link on these reminders for cancellations if needed, but patients are encouraged to cancel asap if they know they will be unable to attend.  Reports are run monthly to monitor the number of no shows and information will be displayed in the reception area.	
5. 7.15pm What is Social Prescribing? Presentation by Zoe Brown followed by Q & A (30 mins)	Zoe explained:  Social Prescribers work alongside Medical Practitioners, taking a holistic approach.  They deal with such as debt, social isolation, housing problems etc. All these can affect mental health.  Doctors address medical problems but if these arise from social issues, then social prescribing helps.  Social prescribing has been in operation for last 10 years but has been used much more in the last 5 years.  It links in with a wide variety of services and community groups, helping point people in the right direction.  For example, there are lots of volunteer counsellors and thus people can be seen more quickly than going through the traditional NHS routes.  Social prescribers are there to unpick situations, build up rapport and point people in the right direction for help.  At the moment in this area, it is for those aged 18+, but some areas work with younger people.  Referrals do not just come from GP practices. They can come from such as the probation service, job centres etc. and people can self-refer.  Referrals are linked to a person's medical records if the referral has not come from a GP practice.  Monthly meetings take place with such as the probation service for complex cases.	

		Confidentially issues were also discussed.  The Burnley Pendle and Rossendale Council for Voluntary Service website outlines in more detail the work done by the charity and what help is available.  The offices are on Yorkshire Street in Burnley  Zoe will attend future meetings where applicable.	
6.	AOB	There was no other business	
7.	Date of next meeting	Thursday 20 <sup>th</sup> April 2023 6.30 - 8 p.m.	