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| **Aspire Medical Health: ST Werburgh - PPG Meeting**  **27th June 2023** | | |
| Attendees | | |
| Patients: Wendy DROBKA, Elgar CURLING, Kenneth BAMBER,  Apologies: Karen HUGHES  Aspire - St Werburgh Staff: Ali Shariff and Elizabeth Tongoi | | |
| Apologies/Non-Attendees | | |
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| **Agenda Item** | **Discussion** | **Response/Action/Decision/ Proposal** |
| Welcome and Introduction | **AS** and **ET** started by introducing themselves and their roles within Aspire. ET then asked the members to introduce themselves and **AS** thanked them for attending. |  |
| Practice Vision  Practice Boundary  Update on staff  Q&A  AOB  Next Meeting | **AS**: explained that Aspire was always looking for ways to improve and give greater access to patients and this is why, Aspire Partners and Management are looking into getting more clinicians and other professionals to support the increasing demands for GP services in the area. He noted as well, that recruitment for a Premises Compliance Manager was underway to ensure robust compliance across all Aspire sites.  **AS:** We are in the process of applying to extend the Practice Boundary for respective Aspire Practices. The reasons for this are two-fold:   1. To help enhance and improve both access and choice of primary care provision for the local community. 2. To allow greater synergy, collaboration, and coordination of care for patients with neighbouring practices and providers.   More information on this will be updated to practice website. We have already informed all patients via text messages.  We are reaching out to you specifically to receive your views and perspective on what we believe will be a very positive potential development for our local community.  We will continue to update our practice websites incorporating feedback from both patients and stakeholders alike.  As a part of this process, we will also keep updating the Frequently Asked Questions (FAQs) based on common themes from the feedback.  Please do not hesitate to get in touch should you have any queries or feedback. Your contribution will be invaluable in help shaping the future for our community.  **ET**: noted that there had been an increase in staffing; case in point, there is now x2 Social Prescribers & x2 Mental Health Nurses, Diabetes Specialist Nurse and more PA’s than previously.  On site Dr, Nurse, x 2 Health Care Assistants, Physiotherapist, onsite Pharmacy technician, Pharmacists and Paramedics.  **WD:** asked, if there was another way to access the services for patients who did not have the capacity to wait long on the phones?  **WD**: asked, if Aspire would consider putting on a workshop to educate patients who may need support with IT in order to use the above plus Nhs app.  **WD:** asked, how do patients know when they are due for medication review?  **EC:** mentioned, his DVLA application had been rejected for reasons he did not understand.  **EC:** said, it had taken him 3 days to get an appointment with a clinicians but when he did finally get an appointment to see one of our new PAs – FR, he was impressed, because she was very good.  **KB:** said, he recently had trouble finding out where to go for his Covid booster and wanted to know, why this was not done at the Surgery as flu jabs are?  **WD:** asked whether PC/Reception staff asked what patients reasons for calling before an appointment was arranged?  **EC:** asked about shingles appointments?  **AS:** mentioned the need for Senior Management to balance Surgery budget and increased demand for services.  he added, work is always going on to ensure patients get the best service possible; hence always looking at regular/routine and urgent appointments.  **ET:** added, even with booked on the day appointments which was put in place by many surgeries, St Werburgh can report that there are still DNAs for appointments booked on the day, which does eat into on the day appointment capacity.  **ET:** in regards to service access, we are also signposting/referring patients to pharmacies, but finding that some are not keen on purchasing over the counter medication.  **AS:** closed meeting by thanking members for coming out, apologised for short notice and assured them that there will be an annual PPG schedule, which will be published and communicated.  TBC | **AS:** explained eConsult usage, 111 and EPS.  **AS:** said, will look into possibility of workshop/s, he also added that Nhs app was good but had its limitations  **ET**: explained, if patients are due they are contacted and given a prebookeable appt with onsite Pharmacist. Checked system for patient - NA  **AS:** to look into.  **AS:** explained, he did not want to make unrealistic promises as there was a national issue with waiting and GP recruitment; but, he said, Aspire was working with LMC to recruit more GPs and supplementary staff such as Physician Associates and ANPs.  **ET**: feedback given to named PA FR.  **AS:** explained, unlike flu vaccines which are nationally ordered by GP Surgeries, Covid vaccines are not ordered by us and as such we do not have a say on which centres are approved to vaccine, the local authorities do.  **ET:** clarified, yes they all do; it is a requirement and training is given to ensure that patients are booked with appropriate clinicians.  **ET:** answered, patients who are due for shingles will be invited and checked system diary – NA. |