**Burnley Group Practice**

**Patient Participation Group Meeting**

**Monday 9th May, Zoom**

**Apologies**

**Staff**: Dr Richard Daly

**Patients**: JD, GS, MS

**Present**:

**Staff**

Dr Katie Clark, Helen Harrison

**Patients**

SW (chair), AS (secretary), LL, LCW, SR, CJ

**Matters Arising**

**Telephone system/online access/ digital update**

Re online access: Progress made. New system chosen from 3 options , however this will not be in place until October . Re telephone system: Have signed up with Surgery Connect / X-ON, which is a gold standard connection. There is a 3 month wait to be installed so should be in place by June/July, pending engineer’s report. System will have call-back facility option to leave a message & ability to say the practice has no appointments left today.

**Appointment System.**

Will be opening up appointments, not just from 8am and 1pm as now. Will also be increasing face to face appointments

**Digitalisation**

All records are now digitalised, for those who have access online to their medical records this will appear as one document, maybe more for large records

**New teams**

Acute: Dr Katie Clarke is now the Clinical Director for the Primary Care Network (this covers the practices in Burnley West). Still trying to recruit GPs and Partners. To have a Specialist Physio and Mental Health Practitioner. Physio will be in place within 2 months. LCW queried where the Physio would be based - East Lancs or at the Practice and would this make it easier to attain an appointment and cut down the bureaucracy. KC confirmed Physio would be based at St Peters.

Pharmacy Team: Will have 2 Pharmacists and to include admin staff, technicians (who will free up the pharmacists) and social prescribers. They will be looking at drug safety, reviewing of prescriptions etc. All these will be coming in the future.

**Recruitment and Retention**

Dr White and Dr Tattersall have now retired and Yaseen Patel has joined the practice as a partner from 1st April. CJ questioned why, as patients we were not told of the retirements, as many would have liked to say goodbye, thank them for the care & perhaps send cards. The information had been shared in a newsletter and on the website.

Only 8 applications received for Receptionist vacancies at present, possibly due to salary and the amount of work involved today and difficulties dealing with patient at present time, when people are frustrated and irate. LCW said that she feels situations escalate because people don’t understand. CJ commented that he had sympathy with the reception staff, as most of the anger is directed because of the waiting times to get through, it is unacceptable. HH will ring him to discuss this point as he missed the beginning of meeting about the forthcoming new system.

**Nova Document workflow**

A company now coming in to deal with the backlog.

**Prospective Online Access to Records**

Patients will need to fill in a separate form, access was to be April but will now be later in the year, possible in the summer. If anyone needs full access to their records, they will have to come in for a face to face and fill in another form and DR to check.

**Covid Vaccine Update.**

BGP not doing Vaccines at present, all done by National Hub. It was confirmed that in Burnley, the vaccine centre is in Burnley Centre at the old Next shop. Look NHS website for details of how to access, who is eligible and availability. LCW asked how long a booster lasted and would everyone get them, especially vulnerable patients, worried these may be overlooked. KC, said all patients at BGP, who needed them would get them. HH will look into it and email LCW.

**AOB**

LCW. Patients with long term illness have prepaid prescription , yet many drugs now not available & still have to pay extra for them. KC replied, not a practice problem but NHS. This was raised at the last NHS meeting at a national level. Drs are having an ethical battle on this subject. Also queried that GPs no longer do Dr’s letters, when requested. KC. - this is not a priority, it is private work and not NHS, Drs are very stretched to get through NHS work Lastly, she pointed out there did not seem to be communication between different trusts, when being seen by different consultants away from East Lancs, e.g. having to have unnecessary repeat X-rays as cannot access another Trust’s records. KC admitted this was a problem, but no simple solution. HH said we may be able to facilitate this in the future with the new system, whereby different sites can share info if requested

HH asked whether to continue on zoom or face to face, in view of some vulnerable patient would be reluctant to do face to face. It was agreed to continue on zoom, however, we would be swapping to Teams, as zoom allows only 40 mins before they begin to charge.

**Date and time of next meeting**

22nd August 2022