**Park House Medical Centre**

**Minutes**

**Wednesday 6th March 2024**

**Present**

Dr Baker, C Walters – Park House MC

A Carter, D Swain, G Devlin, E Devlin, C Williams, L Gray-Williams

G Allford (minute taker)

**Apologies -** Nicola Raby

**Minutes of last meeting**

A Carter accepted

**Matters arising**

Dr Baker/C Walters

With the additional GPs and clinical practice staff, has this helped to alleviate the issue around patient’s appointments.

We do have somewhat of an unstable workforce with one GP on long term sick and one on maternity leave until December, also our ANP Jayne McArthur left the practice in November a position that has not been filled due to no response from the advert placed.

We are trying to fill the gaps with Locum GPs, demand is increasing but put simply we don’t have monetary resource to keep plugging the gap with temp staff.

Hence the introduction of the Chemist Referral Scheme to help patients with routine enquiries, UTIs, Shingles, Impetigo, Insect Bites, Sore Throats, Sinusitis, Earaches, ABS can be given.

**What effects has stopping the 8am appointment queuing had on appointments.**

Non-whatsoever we still have a bottleneck on the phones at 8am looking for on the day appointments or a pre-bookable.

Pre-bookable appointments originally offered for 4 weeks in advance and due to a high rate of DNAs this was decreased to 2 weeks and these were taken very quickly.

847 pre-bookable f2f appointments given 4/1/24 – 6/3/24

85 DNAs from 4/1/24 – 5/3/24

910 pre-bookable f2f & TCs given in total

111 available appointments from 4/1/24 to 7/3/24 – 270 available only 97 booked via 111

Please note that if the availability of appointments from others partners if is not used they are lost. Can not be used has general practice appointments.

**Are there any figures for Extended Access Services. Walk in Centre, Care of the Chemist**

NR has previously confirmed non since the last meeting.

Note. Geoff spoke about delay in getting an appointment for Test Results, in error he gave an incorrect date which he later said it should be 18/3 not 18/4. Dr Patrick spoke to Geoff with results. GA sorry for error.

Abusive patients towards the staff can be warned but at this time cannot be removed from the Practice. Only if violence is used can they be removed

CW informed the meeting that a CQC inspection will be undertaken on this Practice no confirmed date as of yet, the inspection does not require a visit to the site, the commission is constantly monitoring data the practice provided in documentation submitted, but will attend if any problem has been identified

Allan spoke on Communications he has received several text messages one complained that they were being overload from the Practice. The question was asked if there were any comments from the Practice. All agreed there no problems, other than text messages cannot be replied to, it was suggested if a reply was needed use E-Mail.

CW will look at any improvements were required at the Practice.

AC Information can be gained from the Web Site, one member was not aware about the site. advised when searching for the site it should include the PRESCOT address.

There are several other Park House Practices on line in this area

CW will look into adding the link to the Knowsley Health Watch Site, There are 7 other PCNs in the Knowsley area who report to Knowsley PPG who normally like this committee every 3 months meeting on a Friday, we hold our meeting on a Wednesday, PPG is due this month which Allan will be attending it is suggested that when future meetings are arranged our meeting to be booked on Wednesday following the PPG Friday meeting,

Dates of all up and coming PPG meetings:

**Wednesday 19th June 24**

**Wednesday 25th September 24**

**Wednesday 11th December 24**

**Wednesday 26th March 25,**

No other business