**Thursday, 26th May 2022 – 12.30-2.00 pm**

**Via MS Teams**

**MINUTES**

**1. Welcome / Introductions / Apologies**

Ernie opened the meeting and asked everyone to introduce themselves Catherine was introduced as the new Leigh PCN Manager and will be taking minutes today.

**Attendees:**

Ernie Rothwell Leigh PCN PPG Chair and Patient Foxleigh Surgery

Nancy Smith Patient Brookmill Medical Centre

Barry Coates Patient Grasmere Surgery

Linda Sykes Patient Lilford Park Practice

Karen Reilly Patient Westleigh Surgery

Lillian Sharpe Patient Dr Wong & Partners

Delia Clarke Premier Health Patient

Caroline Sewell Practice Manager Premier Health

Julie Connell Secretary Brookmill Medical Centre

Elaine Evans Practice Manager Foxleigh

Kim Karabedian Practice Manager The Avenue Surgery

Catherine Grimes Leigh PCN Manager

**Apologies:**

Margaret Fenton Patient Brookmill Medical Centre

Jane Foster Assistant Practice Manager Dr Wong & Partners

Amy Wallwork Practice Manager Leigh Sports Village Surgery

Diane Nicholls Leigh Primary Care Manager CCG

**2. Check-in – How is it going?**

Ernie asked the members how things have been in practice in terms of PPG engagement.

***Premier Health***

Caroline’s practice had their first face to face meeting, they will continue to meet bimonthly there are 8 members and gained a new member recently. At their meeting they discussed looking at promoting self-referral programs in the main reception area and looking to continue with their charity work.

***Pennington***

Linda has had no PPG activity and felt there was a lot of negativities on the NHS right now and did not want this to be the driving force of the group.

Barrie said this was his first meeting and asked for an overview of what PPGs are about and was interested in how to evaluate the dissatisfaction in General Practice and how to convert that kind of activity.

***Brookmill***

Julie fed back for Brookmill, they have had a couple of meetings with the last one in April, 1 new member. Nancy also added how active Julie was in helping the group develop and has organised speakers in the past.

***Avenue Surgery***

Kim for the confirmed the PPG had met on Teams meetings and were looking to arrange the next meeting soon.

Karen was turned down for a request to meet in in her practice due to workload.

**3. Rejuvenating Practice PPGs**

Ernie explained that due to the Pandemic some PPGs had lost momentum and members and wanted to help practices to begin to build the groups back up again. This is something that Catherine as PCN Manager and Diane as our Primary Care Manager can support.

**4. Engagement Event – 22nd June 2022**

Ernie touched on the engagement event on 22nd June organised in conjunction with Health Watch They would like the public, patients, and members of VCFSE organisations to work with system leaders to develop a future model of engagement for Wigan Borough.

**Wednesday, 22nd June 2022 10.30am to 12.30pm at The Edge, Riveredge, Wigan WN3 5AB**

One member was unable to open the attachment for the event, this will be sent out again separately.

**5. PCN update:**

Catherine gave a brief overview of the areas below:

**Covid Vaccinations**

Now running from Bridgewater Medical Centre all eligible patients will have been offered the booster by the end of June. Demand hasn’t been great and therefore some clinics have been reduced and cancelled.

All housebound and care home patients will also be completed by the end of June with the last two weeks being used to mop up any outstanding patients.

Over the summer, the plan is to have one clinic a month in Leigh and Tyldesley for anyone that still wants the vaccine but has not taken up the offer yet.

**Additional roles within the Leigh PCN**

Employed by or through the PCN to help with the workload for practices in order to deliver easy access to services in our locality for our patients.

**First Contact Physio** Two physiotherapists currently working across 5 practices Leigh to be expanded very soon.

**Care Co-Ordinator’s** Five employed in Leigh looking after 2 practices each, this is a practice-based contact for patients that need their care coordinated by linking up services for our elderly patients that are frail, vulnerable or recently discharged from hospital.

**Community Link Workers** working within every practice offering support for our vulnerable patients in terms of social care.

**Mental Health Practitioner** only recently started in Leigh and is based over two practices, to be expanded across all 10 practices soon.

**Pharmacist** initially covering medication reviews for care home patients.

**Services running or due to start within the Leigh PCN**

**Cytology**

This service was set up to work through the backlog of smears, it started 2nd August 2021 initially running with 2 clinics per week and now runs 3 clinics per week. Collaboration with Grasmere Surgery as they run the reception and have seen around 550 people for appointments.

**Gynaecology**

Starting mid-July initially 1 session per week, taking regular referrals from GP Practices to reduce the demand and waiting lists, patients will be seen at Bridgewater Medical Centre.

**Health Checks**

Our practices worked collaboratively to look at offering NHS Health Checks to patients who are over 40 with no underlying health conditions. This service will be offered again from Bridgewater medical Centre days and times tbc.

**SystemOne Booking System**

This is a clinical system that will allow all practices to access joint booking systems and is key progressing with our collaborative working and offering services to all patients in Leigh.

**6. AOB**

**Question from Margaret who was unable to attend today:**

**Has the phlebotomy phone line for Leigh Infirmary reopened as the 0300 number was creating problems, on one occasion I was 183 in the queue, requested a call back, but never received one after waiting in.**

Response:

*WWL have now launched a Phlebotomy Service Patient Online Booking facility which will allow easy access for patients to book their appointments. The WWL Website is updated, and new link www.wwl.nhs.uk/phlebotomy. The WWL Contact Centre messaging service has not yet been updated, but this will also be updated to inform patients rather than them staying in the queue.*

*The facility to call and make an appointment will still be available but by having the online option it should take away the demand on the call volumes.*

Future PCN PPG meetings:

21st July – 12.30-2.00 pm

15th September – 1.00-2.30 pm

17th November – 1.00-2.30 pm

19th January 2023 – 1.00-2.30 pm

16th March 2023 – 1.00-2.30 pm