

Lambton Road Medical Practice Patient Participation Group

Minutes of the meeting held on 17 July 2019

1. Welcome and Apologies

Present: Peter West (Chair) Marilyn Frampton, Geoff Shorter, Jose Lourtie, Judith Brodie, Ruth Edmonds

Apologies: Clare Pickard, Belinda Leathes, Sarah Goldby, Penny Smith, Terri Worden Michael Keene, Laura Jenkins

2. Minutes of the Last Meeting

MF commented on the decision to allow her and JB to stay on as members of the PPG. She suggested this should be time limited to a 1 year extension and then reviewed once the year has been completed. Also, that MF & JB should be considered co-opted members of the PPG.

ACTION: Add in PPG paperwork that MF & JB will continue on a 1 year extension as Co-opted PPG members

The Minutes of the last meeting were agreed and signed off.

3. Matters arising

a) Matters arising and action points for PPG from previous meetin, not on the Agenda

- PM updated that Francis Grove PPG have not yet responded to the request of a meeting.
- Belinda Leathes and Sarah Golby have decided to step down from the group.
- PM has tried to make contact with the Pharmacist at the practice to see if they would like to come to a future meeting. PM is still waiting to hear back from them.

ACTION: PM to approach Francis Grove PPG again

ACTION: PM to contact Pharmacist

b) Matters arising for the Practice

- N/A

4. Update from LRMP

a) Statistics on telephone and online bookings

The stats paper was provided by the practice.

There was surprise at the low figure for the take up of Online Bookings. The group also expressed disappointment that there are still too many DNA's in the stats.

However it would be useful to provide some national context for these and see ow the Practice compares nationally.

ACTION: PM to ask Practice for National Stats if possible

RE brought up the subject of how to book appointments. There needs to be information on the variety of ways of doing this easily available. She suggested a small card with this information on it would be very useful. Perhaps it could be added on the back of appointment cards so that people could put them up at home.

b) Local developments in Primary Care (PCN's etc)

PM updated the team that there had been no further information on PCN's.

The team had a discussion on Babylon. JL mentioned he had picked up some information from a recent Healthcare event. There is still no mention of Babylon opening a Raynes Park office.

5. Newsletter – topics and drafting

The team discussed the ideas to be included in the next PPG newsletter:

- New staff and new roles – An explanation of what these new roles at the Practice are and who the people doing them are. Eg Anne the Pharmacist, Jackie the Nurse Practitioner etc. GS suggested doing an article with the Pharmacist that would be in the genre of 'In conversation with....'. The article needs to explain what these new roles mean for the patient.
- AGM – A paragraph explaining what it is and what happened. Also a link to where to find the minutes online

ACTION: JL to chase Practice to ensure all minutes are available online

- Over 75 phone number – Information on how to contact the practice
- Telephoning the Practice – Key times – RE mentioned adding some information on the shorter booking hours on a Saturday
- PCN's - Write a paragraph to explain how this relates to Social Prescribing
- How to make appointments – a suggestion made that this information should also be added to the newsletter
- New PPG members – add some information about new members volunteering to join the PPG

ACTION: PM & GS to meet and discuss putting together the newsletter and then will send out to the rest of the team for comments

There was also a suggestion that the PPG should carry out a short survey to find out about what patients think of communications with the Practice. This could be carried out simply using SurveyMonkey.

6. Potential Activities in 2019-2020

The team discussed other ideas for topics going forward these included:

- Information relating to non-English speakers and how it works in the Practice
- Practice communications – how the practice communicates with the patients (email, telephone, text etc)

7. Patient Feedback

N/A

8. Update on Twitter

JL updated the team that we are now on 70 Twitter users.

9. Any Other Business

There was no other business.

10. Date of Next Meeting

It was agreed that the PPG would not meet in August and the next meeting would be on Wednesday 18 September