

Lambton Road Medical Practice Patient Participation Group

Minutes of the meeting held on 18 September 2019

1. Welcome and Apologies

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

Apologies: Penny Smith, Terri Worden, Laura Jenkins, Ruth Edmonds

2. Minutes of the Last Meeting

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

3. Matters arising

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

- PW reported that he had had an initial meeting with the Chair of Francis Grove PPG about joint responses to the new Primary Care Network (PCN) linking the Practices. PW noted that a joint meeting had now been arranged for both Practices and PPGs on 19 September (date previously circulated) to which all PPG members are invited.
- PW noted that as the decision to co-opt JB and MF as continuing members of the PPG was recorded in the minutes of the last meeting, this seemed to constitute formal evidence of their position.
- The Practice Pharmacist has left and so any discussions are on hold.

b) Matters arising for the Practice

- In the absence of Practice staff, no matters were discussed.

4. Update from LRMP

a) Statistics on telephone and online bookings

The stats were provided by the practice in advance of the meeting.

Relatively few appointments are booked using BabbleVoice. Call volumes remain high.

335 patients made an appointment online in the preceding month and this method of booking appears to be growing but remains small as a percentage of total appointments (10 per cent or less).

The group expressed continuing disappointment that there are still too many Did Not Attend (DNAs) reported.

b) National and Local DNA Rates

PW reported that DNAs were in line with national rates of around 5 per cent DNA. In general discussion, it was noted that in smaller practices, with a closer personal knowledge of patients by receptionists, it might be easier to ask informally about non-attendance, the next time a patient did attend.

CP noted that there may be some research coming out soon on DNAs, based on her contacts with civil servants through her work. (CAN WE MINUTE THIS?)

The group discussed the scope for a follow-up question to patients who did not attend, using the direct contact made possible by texting.

Action: PW to feed back to LJ

It was agreed to enquire about DNA rates at Francis Grove Practice.

Action: PW to ask FGP for DNA stats

5. Local developments in Primary Care (PCN's etc)

The PPG discussed the approach to the meeting on 19 September.

It was agreed that our PPG should continue to meet monthly to maintain momentum and regular feedback. PW reported that the Francis Grove PPG meet every three months (corrected on 19 September, every TWO months). Frequency of joint meetings with both Practices would be agreed on 19 September at the joint meeting.

It was agreed that the activities of joint meetings would also be driven by the extent of joint services and developments across the two practices.

It was agreed to request any further information from the PCN including minutes of meetings. It was also agreed to request some attendance by PPG members at meetings steering the development of the PCN.

6. Newsletters

a) Practice Newsletter

The Practice Newsletter was discussed briefly.

It was noted that the Practice website mentioned an Easy Read version which could not be found on the website. However, the value of this on a website was not clear to the PPG as a web version could be enlarged on-screen. It was assumed that the Easy Read version might be a printed version but this had not been sighted in the waiting area.

Action: PW to ask LJ about Easy Read Version

The PPG noted that in places the Practice Newsletter was not that easy to read and that it might be improved with feedback from the PPG on future newsletters. For example, there were several relatively long sentences and some unexplained abbreviations and acronyms.

The item on Meningitis Vaccination was noted but one PPG member reported that a family member in the relevant age group had not received a request to attend. Again the importance of ensuring that the Practice records had up-to-date information on mobile numbers was noted.

Linked to discussions of a focus on communications in the coming year, a PPG member asked who in the Practice was in charge of communications. This will form part of future discussions with the Practice about all aspects of communications. Going beyond the Newsletter itself, the possibility of a survey of our mailing list to find views on communication was noted, as part of future work.

b) PPG Newsletter

It was noted that there was some overlap between the proposed topics in the PPG newsletter and the topics in the recent Practice newsletter.

It was agreed to include:

More on the PCN after 19 September;

Social Prescribing and Pharmacist Roles, if not discussions with individuals;

Communications between the Practice and Patients (e.g. flu vaccination invitations);

Emphasis on avoiding DNAs

Over 75s phone number;

Different ways to book.

Action: PW and GS to draft and circulate material

7. Activities in 2019 – 2020

As noted in 6 above, continuing focus on communications between the Practice and Patients.

8. Patient Feedback

None to report.

9. Update on Twitter

Twitter followers continue to grow slowly.

10. Any Other Business

The PPG congratulated JL on his forthcoming marriage. There was no other business.

11. Date of Next Meeting

It was agreed that future meetings would depend in part on the frequency of joint meetings but that the next scheduled meeting would normally be on Wednesday 16 October.