

Lambton Road Medical Practice Patient Participation Group

Minutes of the meeting held on 3 April 2019

1. Welcome and Apologies

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

Apologies: Belinda Leathes, Sarah Golby, Terri Worden, Laura Jenkins

2. Minutes of the Last Meeting

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

3. Matters arising, not on the Agenda

PS provided further information on the potential developments in primary care locally, some of which is confidential and commercially sensitive, due to the possible involvement of private companies working for the NHS. This item has not been minuted further here. PS commented that the development of Doctor Link with the NHS was still at an early stage and not yet involving all local practices.

PS noted that GP Networks were an NHS attempt to improve primary care by bringing practices together to share approaches to improved performance.

PS noted, as per the minutes, that technical difficulties were continual, due to issues with software developed nationally for general practice.

PS noted that the name on text messages direct from GPs' computers now made the source clear, following PPG concerns about messages labelled as coming from AccurX.

4. Update from LRMP

No statistics were presented. PS noted, however, that over 850 calls were made to the Practice on the previous Monday.

PS reported that there were currently two of the LRMP GPs on sick leave and two on maternity leave. The PPG noted that this was likely to be a partial cause of the reduced number of appointments available online. A new GP is joining the Practice in August 2019.

The local IAPT service (Improving Access to Psychological Therapies) has passed to a new provider, a service now led by St George's Hospital. Merton Clinical Commissioning Group (CCG) is also investing in Uplift, which includes a self-referral service.

5. AGM Planning and Date

The date of the AGM was confirmed at 11 May at 2.00. A PPG committee meeting will be held on Wednesday 8 May to finalise arrangements.

It was agreed that the broad agenda for the AGM would be:

- Introduction, report on the year and confirmation of the PPG for another year – PW
- Overview of developments at LRMP including the introduction of a pharmacist and a social prescriber – LJ
- Broader summary of primary care developments in Merton CCG – Clare Gummett

RE offered to provide some cake for the AGM. **Action: RE**

CP offered to try to borrow a PA system from a local hairdresser. **Action: CP**

PW to confirm constitutional and procedural aspects of the AGM. **Action: PW**

It was agreed that the Practice would print additional copies of the AGM poster. PW agreed to post copies in local pharmacies and in Raynes Park library. **Action: LJ, PW**

In line with previous years, it was agreed that members of the PPG should aim to arrive for 1.30 on 11 May to arrange chairs, welcome those attending, obtain names of those attending etc. **Action: All**

6. Patient Feedback

PW reported some difficulties in obtaining an urgent appointment and confusion over how an appointment was found at relatively short notice eventually, on a Monday evening. PS suggested that the most likely explanation was that a GP had stayed late to take this appointment.

CP and other members of the PPG noted that some elements of the systems for booking appointments now make it more difficult for those who need regular appointments. For example, patients with a booked appointment cannot book a further appointment using the BabbleVoice system. The systems can also restrict booking for a future appointment with a doctor when an appointment has already been booked with a nurse, even though the future appointment may be appropriate and fall within an ongoing care plan. PS noted the PPG concerns but also commented that some patients have booked multiple future appointments in the past and the system was designed to limit this.

PW noted that as the Practice was currently short of several GPs, this information might be added to the website to help explain any problems patients may have making a booking.

7. Update on Twitter

JL reported that numbers were growing slowly. There had been more interest on our Twitter feed around the survey of local patients. The AGM is also being referenced on Twitter.

8. Any Other Business

There was no other business.

9. Date of Next Meeting

It was agreed that the PPG would meet a few days before the AGM, on the evening of 8 April at 6.00 pm.