

## **Lambton Road Medical Practice Patient Participation Group**

### **Minutes of the meeting held on 16 January 2019**

#### **1. Welcome and Apologies**

**Present:** Peter West (Chair) Marilyn Frampton, Jose Lourtie, Clare Pickard, Terri Worden (reception manager)

**Apologies:** Belinda Leathes, Sarah Golby, Judith Brodie, Laura Jenkins, Penny Smith

#### **2. Minutes of the Last Meeting**

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

#### **3. Matters arising, not on the Agenda**

##### **a) PPG Matters arising**

PW reported that the PPG Newsletter had been distributed but only after a delay due to a change in back-up information on the account.

PW reported that three people had expressed an interest in joining the PPG but also that about 5 email addresses on the list were no longer working, a continuation of the loss of contacts with each mailshot.

PW reported that now that Hotmail has been integrated into Outlook, there are tighter controls on the number of emails that can be sent out and so some kind of mailing software is likely to be needed soon. PW to investigate low cost options. **Action: PW**

PW reported that the patient whose complaint was noted in November had not responded to a request for her phone number, to allow the Practice to follow up her complaint about call delays in detail.

#### **4. Update from LRMP**

No statistics on telephone or online bookings were available. This will be followed up with the Practice. **Action: PW**

TW summarised the Practice newsletter for January which is expected to be published soon. The PPG noted with approval the introduction of an "on the day" service from a new Nurse Practitioner, for patients who need to be seen rapidly and can be managed by a prescribing nurse practitioner. This service will be open rather than bookable in advance. A further Practice Nurse will be joining later in the year.

The Practice Pharmacist is now able to give travel vaccinations, freeing up some GP time in the Practice.

The Practice Phlebotomist is increasing her hours, with an early start on two days a week. This service is bookable.

The Practice newsletter is also making a further push to move patients to electronic prescribing, as this is more efficient for both patients and the Practice.

## **5. Patient Feedback**

This item was taken after item 4 as TW was returning to work after this item.

CP reported on a case where a blood test at the Nelson was followed by a rapid, helpful, text about the result. However, the text was sent from accuRx and was not recognised by the patient. This could lead some patients to ignore important text messages because they are not immediately recognisable as being from the NHS or from the Practice. TW explained that accuRx was a new system (linked to EMIS) that allows doctors to respond to information such as test results by sending a text quickly and directly to a patient's mobile phone. While welcoming the fast communication, the PPG asked that the labelling of these messages might be explored and, if possible, changed. **Action: LRMP**

PW reported that a patient had complained that the Blue Star line for older people was answered by a multi-option machine. TW said she had not answered this line in her role. (A test call the day after the meeting showed that this line is answered directly by a receptionist but may of course divert to the answering system with options when the line is busy.)

PW reported a patient complaint that having been told they would be having an appointment at St George's, when they contacted St George's after several weeks, there was no record of their appointment request. After speaking to a receptionist, the request for an appointment was re-sent and the appointment made. The patient was concerned that the receptionist had said that the original request "had been faxed" to St George's. TW assured the PPT that all requests for appointments at St George's are now electronic.

## **6. PPG Contribution to "Health Help" Week**

This item arose from the Practice suggestion that they might have a week of outreach or other activities to encourage patient health, reduce isolation etc. in 2019. JB had experience of similar schemes and offered to prepare a short outline at the last meeting. This was circulated to members at the current meeting. The key element was a community contact day when the public at large would be encouraged to contact someone who might benefit from additional social contact or support. Members of the PPG welcomed the suggested approach, including liaison with other local groups and the Practice. It was agreed that this initiative would need to be linked closely to the Practice plans and also the AGM of the PPG, which could be timed to help publicise or launch the initiative. PW to contact PS and LJ to establish the state of current plans, timing the way forward. **Action: PW, LRMP**

MF noted that it would be helpful to have a simple local "map" of organisations that might be involved in any Practice initiative to help patients beyond conventional medical services.

While this information is available from the Yellow Book of local services, updated last year, a simple chart might be useful, for the PPG and others, **Action: PW**

PW noted that the Practice had invited a number of people who staff thought might benefit to attend a Christmas lunch on 20 December. PW attended and arranged for a musician to lead some Christmas singing. Although 20 people had agreed to come, only 7 came on the day, indicating a potential difficulty in engaging with people who might benefit from various kinds of support but who may have difficulty travelling to the Practice, or in remembering appointments. Some patients, of course, may have simply had other things arise after they agreed to attend.

#### **7. Update on Twitter**

JL reported a further small increase in our followers on Twitter, now up to 60.

#### **8. Any Other Business**

All items arising since the last meeting were covered in other parts of the meeting.

#### **9. Date of Next Meeting**

All the meeting dates for the year have been circulated, based on the familiar 3<sup>rd</sup> Wednesday of the month as the usual date.

The next meeting will be on Wednesday 20 February at 6.00 pm.