

Lambton Road Medical Practice Patient Participation Group

Minutes of the meeting held on 16 October 2019

1. Welcome and Apologies

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

Apologies: Penny Smith, Terri Worden, Laura Jenkins, Judith Brodie, Jose Lourtie

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

- The rate of DNAs was discussed and it was agreed that the PPG would keep trend data on DNAs and other statistics provided by the Practice. **Action: PW**
- There is no DNA data for comparison from Francis Grove Practice but this may be because they have a different approach to management of DNAs. This will be followed up in future joint discussions.
- The appointment of a new Practice Pharmacist was noted.

b) Matters arising for the Practice

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

4. Update from LRMP

There was no update as LJ, PS and TW were not attending the meeting.

5. Joint Meeting with Francis Grove - Update on Primary Care Networks (PCNs)

The joint meeting of 19 September was recapped for those not attending. It was noted that while the two Practices were committed in principle to consulting with their two PPGs, meetings proposed were relatively infrequent, with the next one scheduled for February 2020.

It was noted in a broader discussion that PCNs are now becoming quite large in size and, similarly to CCGs, might benefit from some lay membership, e.g. non-executive members from the community. In view of the lack of clarity on patient involvement in PCNs, it was agreed to find out more before writing formally to the Practice about the level of involvement preferred. **Action: PW**

The addition of further appointments, labelled as "Hub Appointments" for the PCN was welcomed.

6. Newsletter

The initial draft of the newsletter was discussed. In general, while there was support for the various items, it was felt that the language should be simplified as much as possible to avoid jargon and a high “Fog Factor”.

It was agreed to include items on:

- Primary Care Networks and additional staff
- Social Prescribing
- The Direct Blue Star telephone line for vulnerable people
- Practice Communication with Patients
- Ways to book to see a doctor
- The arrival of Babylon GP at Hand in the Lambton Road Medical Centre (developed subsequent to the meeting into a brief description of all the services in the building including Babylon GP at Hand)
- Encouragement to reduce DNAs
- Encouragement for patients to check that the Practice has their correct telephone numbers, for automated communication

It was agreed that a draft of material would be circulated for comment by all members to ensure that the newsletter was distributed before the end of October.

Action: All

7. Focus on Communication

The PPG further discussed the approach. As noted below in Any Other Business, there was concern from some members about the apparent lack of either a text or email reminder for flu vaccination. Given the ease of searching for these messages, it seems clear that not all patients are receiving the relevant reminders. (Subsequent to the meeting, PW received a message from the main NHS Patient Access system about a new Flu vaccination eligibility checker. It may be that its introduction has overlapped with other planned messages but asking patients to check their own eligibility is clearly only an indirect reminder compared to a direct reminder to attend for a flu vaccination.)

It was agreed to ask the Practice if we could see and walk through, with a member of staff, procedures for such things as the management of communications coming into the Practice from hospitals, administrative procedures such as holding of email or text messaging lists for different reminders, the procedures for sending out reminders such as those for Flu vaccinations. (This could include any sharing of responsibility e.g. between local systems and national systems noted above.)

CP offered to try to get a meeting with LJ to follow this up.

Action: CP

It was agreed to consider further a potential survey of our mailing list on aspects of communication with the Practice.

8. Patient Feedback

None reported.

9. Update on Twitter

No update as JL was away.

10. Any Other Business

It was agreed to invite Clare Gummett to the next meeting of the PPG, for an update on local NHS developments. **Action: PW**

Dr Threapleton will be attending the next meeting to discuss issues around polypharmacy – patients taking multiple medicines. The Practice Pharmacist will also be invited to attend. **Action: PW**

PPG members noted that not all committee members or family members had received the appropriate reminder for flu vaccinations (see earlier discussion). This will be followed up with the Practice. **Action: PW**

11. Date of Next Meeting

20 November was agreed as the date for the next meeting.