

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

## **Minutes of the meeting held on 19 June 2019**

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

**Present:** Peter West (Chair) Marilyn Frampton, Clare Pickard, Michael Keene, Geoff Shorter, Jose Lourtie, Judith Brodie, Laura Jenkins (Practice)

**Apologies:** Ruth Edmonds Belinda Leathes, Sarah Goldby, Penny Smith, Terri Worden

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

The Minutes of the last meeting were agreed and signed off. It was also decided that going forward CP and JL would alternate in taking minutes at the meeting.

**ACTION – CP & JL to alternate in taking meeting minutes**

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

- a) PW updated the team on the action list still to do from the AGM – Contact pharmacist, take photos of new members.

There was a discussion regarding membership of the PPG. There are some members that are coming to the end of their term according to the constitution. After a brief discussion, it was decided that both JB and MF would be asked to stay on the group past their 6 years, as their contribution is important and valued.

PW will also contact BL and SG to ask if they would like to continue to be members of the PPG.

**ACTION – MF & JB to stay on PPG**

**ACTION – PW to contact BL & SG regarding membership of the group**

- b) LJ updated the team on the Primary Care Network that the practice will be involved in will be starting officially in July 2019. This is where NHS England are pairing up surgeries for collaborative working. Lambton has been paired up with Francis Grove for a collaboration that has 31,000 patients. In practice this will mean a Social Prescriber and Pharmacist being brought in as an addition for both practices. This is all part of the NHS 10 year forward plan with the idea of sharing resources and working collaboratively in the local community. In the long term it will be sharing services and sharing extended opening hours with patients being able to make use of both practices.

LJ explained that for patients there is no real change except for the additional resources.

There is also a proposal that the two PPG groups meet maybe on a quarterly basis. It was decided that PW would contact the Francis Grove chair to arrange a pre-meeting to decide on how best to take this forward.

**ACTION – PW to contact Francis Grove PPG Chair**

LJ provided an update on Babylon. They have not moved in yet although adverts have been seen online.

Also updated on Datalink, to say that this practice has not yet taken this up.

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

##### **a) Statistics on telephone and online bookings**

The stats paper was provided by the practice. The main change demonstrated was the increased bookings made in May using Babble voice and that there was an increase in DNA's in May.

#### **5. AGM Review**

PW began a conversation to review the recent AGM meeting. It was thought that it was a good event with very interested participants who asked good questions. 17 people turned up who were very engaged with the subjects.

The presentations from the speakers including the PPG chair were good and guests seem to find them useful.

Need to try to advertise the event more and ensure that posters are bigger so they are not missed.

The team decided that many of things discussed at the AGM would be good to add to the next newsletter.

#### **6. Potential Activities in 2019-2020**

The team discussed ideas for activities going forward these included:

- Newsletter – To publish a newsletter in the next couple of months to include a variety of subjects; Social Prescribing, Nurse Practitioner, Befriending network, a review of the AGM, Pharmacist update, Over 75 phone number, No telephone calls taken on Saturday
- Practice communications – CP explained that the PPG should be asking questions of the practice on how they communicate with patients. Whether it is Email, Text or telephone. It appears that not all information is getting through to all patients and the PPG needs to understand why this is. Need to get further understanding into how they keep and update their mailing lists.
- Language issues – Another suggestion into further work was to look into the language provision available at the practice. They claim to have this facility but it has proved difficult to see it in action.

**ACTION – GS to start drafting ideas for newsletter**

#### **7. Recruitment of further members to replace members retiring later in 2019**

Following the earlier conversation, some members will not be leaving the PPG and others will be contacted to find out about their commitment to the PPG.

The team also discussed adding another recruitment article in the PPG newsletter to see if further members can be found.

### **8. Patient Feedback**

PW brought up some feedback regarding how appointments are realised. Is it possible for them to be released in batches?

LJ explained that this had been tried before and it had shown that availability was reduced throughout the day as releasing in batches creates peaks. Now only one daily release but there is capacity through the day.

### **9. Update on Twitter**

JL updated the team that we are now on 68 Twitter users. We are constantly trying to tweet various news stories from the practice and linking people back to the practice website.

### **10. Any Other Business**

There was no other business.

### **11. Date of Next Meeting**

It was agreed that the PPG would meet again on Wednesday 17 July