

**LAMBTON ROAD MEDICAL PRACTICE  
PATIENT PARTICIPATION GROUP (PPG)**

**YOU AND YOUR PRIMARY CARE  
FIND OUT ABOUT LOCAL DEVELOPMENTS IN  
PRIMARY CARE AND GP SERVICES**

**ANNUAL MEETING – SATURDAY 11 May 2019, 2.00 – 3.30 pm**

**MINUTES**

**Attendance:**

**Members of the PPG present:** Peter West (Chair) (PW), Marilyn Frampton(MF), Jose Lourtie(JL), Judith Brodie(JB), Clare Pickard(CP), Ruth Edmonds(RE), Michael Keene(MK), Geoff Shorter(GS)

**Guest:** Clare Gummett(CG)

**Members of the practice staff in attendance:** Laura Jenkins(LJ), Terri Worden(TW)

**Apologies:** Sarah Golby(SG)

**1. Welcome:**

The Chair (PW) welcomed all those present to the PPG AGM and wider meeting

**2. PPG Members - Introductions:**

The members of the PPG introduced themselves to the group

**3. Our work over the past year – Report from the chair:**

PW provided the group with an update on the PPG:

- The PPG is not funded by the NHS or Government and does not have a budget
- The PPG are volunteers and the aim is to provide the practice with patient views on various issues
- Current PPG mailing list stands at around 500 people, this compares to 18,000 people registered to the practice
- The PPG is always happy to hear from patients and pass on any comments to the practice and will always keep things confidential

PW then provided an update on the work carried out last year:

- The 'Yellow Booklet' was refreshed and published again earlier this year. This lists a variety of services available to older people. The PPG updated this resource with the latest names, contacts and addresses. The booklet is available to pick up from the practice.
- Monitoring aspects of the practice;
  - o The PPG has feedback on appointment availability, specifically on the online and telephone systems. The PPG asked questions of the practice regarding the ease of use, availability and any problems on a regular basis. As an example of the numbers on a Monday morning an average of around 500 calls are logged, these are very high numbers and require call handling staff to be employed.

- New Website – The practice launched a new website and the PPG contributed to this by giving feedback on its content and format.
- Text message service – The new system where GP’s can directly send a text message to patients was launched. The PPG brought to the practice’s attention that there was a problem with the labelling of these messages, which did not make their source clear. Following this, the practice updated the messages to make it clear it was a message from the Lambton Road Practice.
- Twitter – the PPG launched a Twitter account. JL updated the group on the numbers, where we have 65 followers, which is similar to other PPG groups’ Twitter accounts. The aim of the account is to have another method of disseminating messages and information regarding the practice and the wider NHS.

#### **Questions:**

- Can the ‘Yellow Booklet’ be made more available – The practice said they would ensure it was available in reception.
- A question regarding obtaining test results and how they are communicated was asked – The practice explained that they are working to ensure test results are communicated in a quicker and more reliable manner.
- A question relating to the practice questionnaire - Can the results be shared? The practice are happy to share the results.
- Question in relation to the Practice and PPG newsletters and when they are published – The practice explained that they published a May 2019 practice newsletter. PW explained that the PPG newsletter is published quarterly with the next one due in July/August 2019.

#### **4. Ratification of Members and Officers:**

National regulations require that members are ratified at the AGM – Those present ratified the PPG members for the next year.

PW updated that 2 members were about to reach their 6 years on the group:

Marilyn Frampton and Judith Brodie.

PW thanked them for their immense contribution to the PPG over the years.

PW said that new members of the Committee would be welcomed

#### **5. Developments in Primary Care:**

**Introduction** – PW introduced the upcoming speakers. He outlined that often the national picture for GP surgeries is painted as a bleak one. High numbers of patients, workload, and low numbers of GP’s.

#### **Developments at Lambton Road – Laura Jenkins Practice Manager:**

The update covered A) Practice update, B) Local update and C) NHS national update

- A) LJ updated on new staffing at the practice including new senior receptionists starting and 2 new admin members of staff. The practice are recruiting for new GP’s. There is now a Senior GP role at the practice to provide support.  
The pharmacist continues to provide support as well.  
Currently the Practice have 2 training GP’s at the practice

IT Refresh – In Merton in June 2019 all the IT systems are being replaced. The practice will work to make patients aware of any issues and changes

Online capacity – Following work from the PPG, the practice noticed a reduction of the online appointments and worked to increase capacity for online.

Active sign-posting – All practice staff are trained to sign post patients as per Merton policy, to ensure best advice is given as to best route, while not discouraging patients from seeing a GP

Cancellation Text messages – Anyone not attending an appointment on a DNA will receive a text message.

LJ provided the Did Not Attend (DNA) figures showing that DNA's continue to be an issue. Text reminders for appointments are sent out, but not always effective.

**Questions:**

- Is there a consequence if someone does not turn up to an appointment? This does not exist, unless the same individual does it 3 times and then they will receive a letter from the Practice.
  - Have you ever looked into the demographics of the DNA's? This has been done and has not shown any particular trend.
- B) There is an initiative to allow GPs to view hospital records during the consultation or beforehand. Currently in phase 1 to view St Georges Hospital records. Phase 2 will include Kingston and St Helier.
- C) Primary Care Networks (PCN) – an NHS England initiative that the practice need to sign up to. The plan is to create local networks of around 30-50,000 patients. Lambton Road Practice is looking into forming a PCN with Francis Grove Surgery. Currently this does not mean any changes for patients but in the long term the Practice is looking to pool resources and bring in extra staff across the network. This could include a Social Prescriber to assist with patients' social issues, to be brought in from July 2019.

LJ then outlined various stats on the number of appointments at the practice

**Merton Plans for Primary Care – Clare Gummatt, Merton Clinical Commissioning Group**

CG started by outlining the role and responsibilities of the Clinical Commissioning Group (CCG) is and then provided updates:

- New GP contract – Part of the NHS 10 year plan, new 5 year contracts for GPs have been published. The main issues addressed are;
  - o Workload and workforce issues
  - o Encouraging practices to make improvements in clinical areas such as dementia
  - o Joined up services
  - o Digital technologies
  - o New enhanced GP support for Care Homes
  - o Funding
  - o Primary Care Networks

- Integrated Locality Teams – Team including Primary Care, Voluntary Sector are working together to work across practices to coordinate care
- Access to Primary Care – Local Access Hubs in Merton, in Mitcham and the Nelson. GP’s can refer if there is availability or can be referred by 111
- Digital
  - o Move to put more services online
  - o Dr Link – this is triage platform and symptom checker with online advice
- Social Prescribing – This has proved a success in other part of the Borough, and looking to see if it works here once it has bedded in. Helping with non-clinical health needs such as housing etc.

## 6. Feedback to the PPG:

### Questions:

- One patient attending asked for clearer signposting of the AGM at the Practice – bigger posters, clearer directions.
- A question was asked about having a GP assigned to each patient – It is not policy that each patient has a GP assigned to them, so that they see them every time they visit. But it is true that each patient has a named GP linked with their registration at the practice.
- Question asking about GP names on letters from hospital referrals not always being the same doctor that the patient has seen at the Practice – LJ explained that the name on the letter is what is on the hospital database. The practice regularly updates the hospitals but it requires them to change it. The Practice has systems in place to ensure that letters from hospital are not misdirected.
- Question about recruiting new GPs – LJ said that there is no guidance on numbers but they are looking to bring in 1 or 2 more GPs.
- Question about the Over 75s patient line, Is it still in use? LJ explained it is still in use and will give out cards, showing the number, at the end of the meeting. These are available from reception
- There was an issue with the number of staff on reception at busy times – LJ said that this was about to change and that during busy times there would be 2 receptionists
- Question about number of patients per practice. Is there a maximum capacity? LJ reported that there is no maximum capacity, in total patients, for the Practice.

7. PW closed the meeting thanking the PPG and everyone for coming and invited everyone to have some tea and cake. Thanks to Rhiannon for noting the contact details of patients attending. Thanks to Ruth Edmonds and the Practice for the cake!

**NB** *The minutes of this AGM will be circulated to the PPG email distribution list and lodged in the PPG folder at the Practice reception.*