

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

Minutes

Wednesday 11th January 2017

6 p.m. | Lambton Road Medical Practice

1. Welcome and present

Present: Judith Brodie (JB); Elsa Browne (EB), Peter West (PW), Marilyn Frampton (MF), Ian Ritchie (IR).

Observers: Belinda Leathes (BL).

JB welcomed all to the meeting, with special mention of Belinda Leathe.

2. Apologies Clare Gummatt (CG), Steven Hunt (SH), Elizabeth Savidge (ES), Clare Pickard (CP), Penny Smith (PS).

3. Minutes of 23rd November meeting for confirmation

a) Matters of accuracy – the minutes of the November meeting were accepted.

b) Matters arising and action points from previous meeting

Carried forward from October meeting - request for a schedule of which doctors are available on which days and (SH) to produce a list of pharmacies in the area and the services they offered.

ACTION: LRMP

Carried forward action November: CP to liaise with Jessica re the DNA appointments.

ACTION: CP

PW reported that he had emailed the PPG list in a recruitment drive and had received 3 expressions of interest that had been contacted and would be followed up before the AGM in March. BL who was one of those who expressed an interest, was an observer this meeting. Judith would be meeting S later in the month, and Peter would follow up with J.

ACTION: JB/PW

Sustainability and Transformation Plan (STP) to remain on future agendas as a standing item for information/update.

ACTION: EB

Arising from the above item there was discussion about the introduction of Community Care Teams and plans to re-arrange the way that GPs fitted in to the system with regard to hospital discharge planning. It was agreed that SH is asked to find out how it will work for the patients and the role of primary care.

ACTION: SH

Frequency of future PPG meetings: It was agreed that the meetings would continue on a monthly basis until after the AGM in March 2017 after which it would again be reviewed whether to adopt a model of quarterly meetings of the whole group, with smaller working groups meeting on a monthly basis for specific projects. EB to keep this item on the agenda.

ACTION: EB

4. PPG work plan 2016/17 - Promoting Self-care

a) Update on training to get online

JB thanked IR, ES and CP (the latter two members in their absence) for the ongoing work on this task and for the benefit of the observer explained that the aim was to focus on promotion of the online appointments and prescriptions for patients facility offered by LRMP.

IR had circulated material prior to this meeting and would send a copy to BL for information.

ACTION: IR

Next steps:

JB asked PPG members to review the material from IR – specifically the presentation and the marketing plan.

ACTION: All

JB commended the working group on the rapid progress that had been made as the PPG is now ready to proceed with this project contingent upon:

LRMP to be asked to provide the statistics of visits to the online appointments page.

ACTION: IR/SH

LRMP to agree to do an e-mailout to those patients on the practice emailing list, and to ensure sufficient availability of appointments online.

In summary then the timeline for the “Getting Online” project is:

- PPG members to review material – presentation and marketing plan (Jan)
- IR/CP to liaise with LRMP re statistics of visits and email out (Jan)
- Marketing/promotion – February
- Sessions held in March

ACTION: LRMP

b) Review of Useful Links on LRMP website

After discussion, it was agreed that “less is more” for this page and that the Useful Links page should contain a few links to key “umbrella” sites relevant to services in Merton (as these sites would then lead people on to all the information they needed).

Sites to be suggested by PPG members.

JB said that as a quality measure it could be checked that sites suggested were in line with the Information Standard for websites that provide health information prior to finalising.

ACTION: All

IR to ask SH for stats relating to visits to the Useful Links page on the LRMP website.

ACTION: IR/SH

5. Annual General Meeting – planning

Proposed dates for the **AGM are either 18th or 25th March**. As usual the meeting would take place on a Saturday afternoon at LRMP. EB to check with LRMP which one was convenient for someone from the Practice to attend. Review documents related to the planning/logistics of 2015 meeting.

ACTION: EB

After discussion about the format of the AGM and how to best attract a good number of attendees, it was agreed to offer an event this year that would showcase local organisations that enhanced self-care, and that the business of the AGM would take place at the end of the event. JB suggested that 5 or 6 organisations be invited to talk about their projects for 5 minutes each and that they could also bring promotional material for their respective projects that could be displayed on the counter at the rear of the main reception area.

Suggestions for organisations to be invited to showcase their work included: an Alzheimer’s organisation; Merton Mascot; Merton Walk for Life; the Wimbledon Guild. All PPG members to put forward suggestions of organisations that could be invited, **please send these to JB by the 25th January 2017**. MF to help JB with reviewing suggested organisations for AGM.

ACTION: All/MF

It was hoped that refreshments could be provided – on agenda at next meeting.

ACTION: EB

6. Update from LRMP

JB read out an email update from SH. LRMP was in a stable position at present. A new telephone system “Babblevoice” would be installed on the 25th January, this would mean a new practice number but there would be a redirect from the current number for one year.

Dr Ruth Goldsmith was returning to LRMP on the 16th January, Dr Victoria Farrow was joining LRMP on 20th February and Dr Elizabeth Wood was going on maternity leave at the end of February.

7. Patient feedback

JB had received an email about the bike stand being not accessible due to cars blocking access. It was noted that this is an ongoing problem and it would again be flagged up to LRMP. PW offered to investigate a creative solution to this.

ACTION: LRMP

8. News and information

- a) Noticeboard – thanks to IR the PPG photograph had been updated.
- b) Website – *PPG page* – nothing to report.
- c) *In the News* – recent Press reports highlighted again the pressure on GP practices as the Health Secretary had suggested that GPs could alleviate the pressure on A&E. There was some discussion about the changing way in which people were accessing healthcare in that A&E was in a sense being used as a multi-purpose “medical centre”.

- 9. Dates of next meetings** – next two meetings would be held on the **15th February and 8th March 2017** – February agenda to include planning for the AGM in March 2017 and note the earlier date for the March meeting in order to accommodate last-minute planning for the AGM.

ACTION: All

10. Any other business

EB said that she was standing down as Secretary at the AGM and that she intended to stand down from the PPG altogether, but would consider an overlap if there were not enough new members signed up by then.

JB had previously announced that she was standing down as Chair at the AGM. Similarly to EB she will remain a member for a period if helpful to do so. EB to add Succession Planning as an item to the agenda for February meeting.

ACTION: EB

The meeting closed at 7:35 p.m.