

London Lane Clinic - Patient Participation Group Meeting
MINUTES of meeting held Monday 25th April 2022 at 5pm
at London Lane Clinic - (Face to Face and Zoom)

Present

In person - Ian Smith (Chairman), Margaret Smith, John Warren, Joseph Stewart

Zoom - Eva Snell, Shakuntala Banfield, Christine Wilson, Julia Sharp.

Present from Practice - Dr M Kay (Zoom), Practice Manager Victoria Reed

Apologies - None known

Item 1. Minutes of previous meeting of July 2021

The Minutes of this meeting were not available.

Item 2. No matter arising from previous meeting

As there are no minutes available, there are no matters arising

Item 3. Issues raised by Group members:

The PPG reviewed the list of issues presented before discussing these with LLC staff under Item 4/5.

- a. Patients phoning practice cut off often whilst waiting in a queue.
- b. Minimal F to F appointments
- c. Patient bringing in a prescription had to join a long queue.
- d. Many problems with accessing repeat prescriptions.
- e. No reply to emails sent to LLC
- f. Reception and those taking calls seemingly overwhelmed and possibly had not had sufficient training.
- g. Surgery shuts from 1 until 2 could it remain open because of people working and then they can call in their lunch hour.
- h. EMIS is not available to all patients and difficult to follow.
- i. Patients told to go to A&E to have a Urine test.
- j. Confidentiality during Telephone consultation and at reception.
- k. How many GP's are now at Practice?

PPG members joined by Dr Kay and Practice Manager Victoria Reed.

Item 4. Matters arising to be discussed with LLC.

Included in Item 5

Item 5. Issues to be raised by the Group and discussed with LLC:

The meeting moved on to the issues list

- a. Patient numbers
 - LLC has approx 15,000 patients and steady.
 - LLC can't close its patient list, newcomers and leavers are approx the same.
 - LLC had or has been instructed to reduce face-to-face contacts, although this was now increasing again. Has this been revoked?
- b. Extra hours for patient appointments are to be in place on:
 - Monday evenings 6.30 -8.00 pm and Saturday all day from 9-5.00pm

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- But no telephone call answering on Saturday.
 - This may mean the need to employ another Doctor at LLC which would put a strain on finances for the practice.
 - Reception is fully staffed with 3 newcomers currently being trained.
 - Rotas can be arranged so that the telephone is staffed during lunch.
 - Patients need to be reminded that LLC can't deal with any emergencies. Receptionists are called Care Navigators in other GP surgeries; there are prescribed pathways to be followed depending on the callers' circumstances.
 - It was suggested that the LLC booklet called '**A guide to our services**' should be brought up to date and re-issued. It could be made available on paper, and also held on the LLC web site so that patients can refer to it or download it to suit themselves.
 - LLC has to receive new patients, the present list of patients is stable
- c. Prescriptions
- NHS England rules on repeat prescriptions have to be followed. What are they?
 - Some automatic repeat prescriptions can be arranged but only for up to 6 months. It was said that, however the prescription request is raised, all requests are dealt with in the same way.
 - 500 prescriptions are received every day, that is roughly one per minute during an 8-hour day.
 - One in 30 patients require Prescriptions
 - There is a prescription clerk who deals with this full time.
 - The meeting members were told of the ways to get repeat Prescriptions, where there has been great confusion and delay.
 - The Chairman asked if extended period repeats could make a practical difference
- d. Reviews
- Reviews for BP, Diabetes, Thyroid etc are going to be done during the birthday month of each patient and prescription reviews done.
 - The extremely vulnerable will get priority
 - Absent patients unavailable in that month would be followed up ASAP
 - The Chairman asked about extremely vulnerable being given priority regardless of birth month
- e. Confidentiality
- The reception area is going to have blinds and sound proofing
- f. Patient Access
- Patient Access facility has been misused and has been withdrawn
- g. Receptionists' role
- The receptionists and others who take phone calls have strict guidelines and are known as Care Navigators.
- h. Support by PPG for LLC
- What more could PPG do to support London Lane Surgery.
 - The meeting was told it would be helpful if our PPG worked with the other two Practices, Dysart and South view and combine our thoughts and actions.
- i. Other points to be discussed and/or clarified for next meeting:
- On prescriptions, how can the necessary checks be completed in stated time frame? See c above for suggested solution.

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- Demand for the clinic's services is at an unprecedented level and finances are being squeezed. Why are finances being squeezed? Is there no funding for the additional services and change of services due to the crisis?
- Dr Kay stated Covid vaccinations (last in December 2021?) did not take any LLC staff time, so service levels should have been unaffected.

j. Actions

- The PPG was advised to become registered with NAPPG (National Association for Patient Participation?).
- Rebecca and the PPG Chair to work together on resolving issues going forward.
- Chairman proposed to organise a patient survey in the near future.
- A staff member (Carol) has the role of Social Prescriber, looking after patients when they are discharged from hospital. What is Social Prescribing?
- January to March 2022, LLC ran an obesity reduction programme with 300 referrals. It was felt this was successful.
- PPG was asked to investigate volunteers for befriending elderly and isolated patients, and to help patients fill out Friends and Family forms.
- Guide to practice services update

Item 6. Any Other Business

Item 7. Date and time of next meeting.

Date of Next Meeting of PPG: 20 June 2022 in person with Zoom for those unable to attend

John Warren gave apologies for 20 June meeting but said he would join via Zoom if available.

Item 8. Action to be taken

- ~~PPG to be registered with NAPPG~~ – completed
- Chairman and Asst to Practice Manager to work together on issues and outcomes of meeting
- Recommence patient surveys
- Contact social prescriber to understand what is available then arrange for appropriate publicising of the scope of the offer.
- Research obesity reduction programme and ascertain relevance to LLC
- PPG to seek volunteers for befriending service – expect Enhanced DBS checks – will LLC pay for Enhanced DBS checks?
- Update ***“A guide to our services”***

Chair's note

Item 8 actions have all been discussed on 7 June with Practice Manager and Assistant to Practice Manager. Not all will result in action but they are being explored for viability.

In addition, the draft practice newsletter was viewed and the Chair agreed to contribute to the June edition.

Watch out on the PPG board for “Hot Poop” items that will be of interest.