

LANTERN SURGERY

Patient Participation Group Meeting
Wednesday 10 January 2018 – 6:30pm

1. Present

C.R– PPG Member
D.W – PPG Member
L.S – PPG Member
J.D – PPG Member
T.B – PPG Member
R.G – PPG Member
L.T – PPG Member
B.S – PPG Member
Beverly Snell – Group Practice Manager
Michelle Taylor – Branch Manager
Dr Hannah Graham – Partner

2. Apologies

C.R
F.A
C.M

3. Introductions and Welcome

A very warm welcome to those able to attend the second Lantern PPG meeting and a big thank you to all that have volunteered to be a part of the PPG. It is lovely to see some new faces during today's meeting.

4. Updates

Due to the winter pressures, Lantern Surgery has introduced Urgent Care Appointments. These clinics are used purely for acute, on the day problems so we can ensure as a surgery that acutely unwell patients are seen by a GP on the same day. We would like to thank our patients for their understanding of these appointments and for using them wisely for acute problems. Our staff are happy to continue to help our patients to book into the most appropriate clinics for their needs.

The staff at Lantern Surgery would like to wish Zulaika all the very best in her retirement from Nursing. Whilst we are looking at different options we are grateful that Tori, our Health Care Assistant has kindly agreed to cover an extra session to see patients for blood tests, BP checks, NHS Health checks, INR monitoring, Ear syringing, ECGs, Smoking cessation and Vitamin B12 vaccinations. Updates with regards to this will be put onto our website. In the meantime it is important that our patients are aware of the walk in phlebotomy service that runs on Mondays, Wednesdays and Fridays at Kingston Hospital and information slips will be provided by staff in the surgery as well as on our website.

5. Additional Local Clinics

We are pleased that Surrey Downs Clinical Commissioning Group have been able to fund some additional clinics running locally to help aid the winter pressures. These clinics aid improved access for our patients as the GPs are able to view current medications/significant medical history/allergies of patients booked into these clinics in a confidential manner to ensure effective management of medical complaints. The clinics include paediatric clinics during the week and extended hours clinics running in the evenings and on Saturday Mornings. Posters will be placed on our notice board, updates on the website and staff would be very happy to help patients to book into these clinics.

6. Reurbishment Update

We are pleased to inform our patients that we are in the process of our refurbishment project, with the current expansion project into 4 Station approach near to completion. Once this work is completed, the work will begin in the current surgery building and although we have limitations as to what we are able to change, there will be new flooring and the surgery painted to reflect the work in our new extended building. Working within our limitations, we are able to provide further waiting space for our patients in the new building using our new wider corridor which allows for extra seating and wheelchair access. We are delighted with the work already completed and look forward to revealing our new surgery by Easter along with our new surgery name of **The Groves Hinchley Wood**. We will continue to keep patients up to date with the exciting progress.

7. Fundraising for Lantern Surgery

At Lantern surgery we are very keen to purchase a new machine which informs patients of their height, weight, BMI and blood pressure. Whilst our Clinical Commissioning Group will contribute towards the total cost of this machine, they are only able to contribute 66% so fundraising is very important to us. This machine will help patients to manage their own health and wellbeing. One of our PPG members are very kindly looking into a local charity for donations which would be greatly appreciated.

Staff at Lantern Surgery have arranged to partake in a 26 mile walk on 1 September 2018 around Stone Henge for Alzheimer's Society as this is a charity we feel very passionate about. Members of our PPG and patients of our surgery are more than welcome to participate and updates will be provided on our website.

8. Coffee Morning Update

We continue to work closely with our PPG to find a suitable location for our planned coffee mornings. The purpose of the coffee mornings is to provide patients with further support in the community and allow them to meet informally with Practice staff present. We will keep patients updated on progress.

9. Reducing Non-Attendances and Zero Tolerance Behaviour

At Lantern Surgery we are working very hard to reduce non-attendance figures. At present we have high numbers of non-attendances of between 20-25 per month with a GP. We would like to inform our patients that non-attendance appointments cannot be offered to any other patient and therefore deprives patients of essential medical treatment. The cost of one single NHS appointment with a GP is £45 and at present over 1 session with a GP is being unused due to the non-attendance. We are in discussion with our PPG members on robust protocols to help reduce the number of missed appointments.

Unfortunately more recently, whilst we understand that when patients come into Lantern Surgery they are feeling unwell or worried, we have experienced a number of verbally aggressive encounters towards our staff. We would like to remind patients that we have a Zero Tolerance Policy against this behaviour and will exercise our right to remove patients should there be repeated episodes of this type of behaviour.

10. Online Access for Patients

We are very pleased with the increased usage of our online services. Patients are now able to view their own blood results along with comments made by a GP on these results. We feel this really encourages patients to take care of their health and wellbeing but also allows improved access for those patients unable to access the online services. At present patients are unable to see their consultation records and documents due to NHS England restrictions however are welcome to view or have a copy of computerised printed out medical records under our Access to Medical Records Policy and Freedom of information act. For further information on this the reception staff would be more than happy to answer any queries or assist with accessing this information for you.

11. Any Other Business and Next Meeting Date

One PPG member discussed having a more accessible information hub for patients with Dementia. The Member kindly shared a personal experience and we are very keen to help as much as possible in ensuring patients, relatives and carers have access to relevant information as we understand the huge impact that caring for a person with Dementia has. Dr Graham has agreed to contact the local Dementia Lead for Surrey Downs Clinical Commissioning Group to enquire on current services and information hubs available and we will update our patients using the practice website and posters/information leaflets in the surgery.

The next PPG meeting has been scheduled for:

Monday 23 April 2018 – 6:30pm – Lantern Surgery

Anyone wishing to join the PPG are more than welcome to attend. Please leave your email address if you would like to be a virtual member and kept up to date.

Patients are informed that PPG meeting dates, agendas and minutes are published on the website.