

LANTERN SURGERY

Patient Participation Group Meeting
Tuesday 10 October 2017 – 12:30pm

1. Present

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

2. Apologies

L.T
T.B
C.R
F.A
C.M
J.D

3. Introductions and Welcome

A very warm welcome to those able to attend the initial Lantern PPG meeting and a big thank you to all that have volunteered to be a part of the PPG.

Background for new members

Lantern Surgery's PPG has recently been reformed and we are very excited about the future of the PPG. The PPG allows us to act as a liaison forum between patients registered at the surgery and staffing team to help us to improve services and have a good understanding of our patient's needs.

Our fundamental aim is to:

- Provide an information service which would give patients better access to the services they need
- Increase patient involvement and interest in working collaboratively to improve primary healthcare and good health

Benefits for you as a PPG member:

- You can influence the surgery to change the way things are done and find out more about the way that we work

Lantern Surgery is now part of the Groves Medical Group, with 29,000 patients across 4 sites, which is hugely beneficial for us to work collaboratively within the group as there are many challenges in General Practice. Our Salaried GPs are able to work across sites, which provides our patients with a continuity of care. We are currently introducing a centrally organised secretarial team to provide a safe standard across the group. We have just under 100 employees, with a wealth of experience and knowledge and this is shared with group meetings and an annual road show. As a group, we are very passionate about growing talent and development of all staff.

4. CQC Visit

We had our CQC inspection on Wednesday 27 September. There was very limited feedback on the day and the report has not yet been published. The report can take up to 50 days to publish. Once published, this will be available on our website and shared with our PPG members. The CQC inspectors were very impressed with the number of appointments provided each day. As a group, we over provide clinical appointments in all sites to ensure maximum availability for our patients.

5. Our Website

Our new website was launched in the summer and we have received some very positive feedback from this already. In 3 months, 23% of our population have used the website, which has saved over 200 appointments/phonecalls, which is a very positive result in a short time. These results are very encouraging as this allows those patients without access to a computer to increased access by phone or coming into the surgery. Lantern Surgery ; We are pleased to say that within the group 24% of our patient list size is using the new website and our statistics will be posted each month to keep you up to date with the positive results.

6. Online Access

We are pleased to inform our patients all of our appointments are now available on line for GPs for up to 2 months in advance. Our patients are booking appointments using this service. However we still receive a high volume of calls and patients standing outside the surgery each morning to get an appointment. Patients are informed that if you wish to have access to online services, please speak to our reception staff who will be happy to provide you with more information and the online access form. Alternatively you can visit the surgery with photo ID and proof of address, and complete the form with our reception staff. All new patients are invited to sign up for online access when joining the practice.

7. Reburishment/Expansion of Surgery

We are pleased to inform our patients that we are in the process of a refurbishment project, which will provide us with additional space in number 4 Station Approach, which we have recently acquired. Our current premises will be updated as part of the project. We will keep patients up to date with the progress and hope you feel as excited about the project as us.

8. New GP

We are delighted to welcome and introduce Dr Rakhi Goel into our team as a Salaried GP working on a Wednesday and a Friday. This is a strong, stable clinical team with a wealth of knowledge and experience between them.

9. Our Population

Our practice population has increased by 25% in the last year. Results from the latest national GP patient survey published in July confirms our patients were treated with compassion, dignity and respect and were involved in their care and decisions about their treatment.

We have a high incidence of elderly people in our practice population. We are responsive to local needs and working with our patients to ensure where medically indicated they have a personal 'my health record' which has been well received.

We would like to introduce a regular coffee morning with a GP and the team in a local premises, our PPG members have kindly volunteered to help us to launch this in the near future. We will keep patients up to date with progress. This will provide our patients with more support in the community.

One of our PPG members has also volunteered to write a patient newsletter which we hope to introduce in the near future.

10. Next Proposed Meeting Date

Our PPG members have requested regular meetings and we are pleased to announce our next meeting will be in January 2018 and we are recruiting new members. Please speak to reception for further advice.

The next meeting date has therefore been scheduled for:

Wednesday 10th January 2017 – 6:30pm – Lantern Surgery

PLEASE NOTE – 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.