

## **PPG Meeting Minutes: Tuesday 12<sup>th</sup> June 2018**

**Attendees:** Dr Wilson, Nick Jackson, Chris Hare, Yvonne Marshall, Robert Jasper, Helen Ashby, Margaret McColgan, Veronica Catherall, Robert Taylor, Nanette Hedley, Lin Bruntnell, Sandra Newall, Helen Taplin (minutes)

**Apologies:** Les Sheard, Veronica Astley, Lisa Thornton, Margaret & Ben Thompson

<b>Agenda Item</b>	<b>Summary Of Discussion</b>	<b>Action</b>
<b>Nick J Merger with Norton Medical Practice</b>	This was supported by the CCG and has been reviewed since. Nick fed back that he found it beneficial that Meriden Avenue and Greenfield Surgeries had merged with us previously so there was experience of what needed to be prepared internally. The elements of merging the clinical system went very smoothly. The Communication Team sent letters to every Norton patient, but with hindsight only one letter per family needed to have been sent. The Communications Team meetings at Norton were reported as being 'chaotic'. Lessons have been learnt from this merger. Possibly a text to Lion Health patients informing them of the merge would have been useful.	
<b>You Tube</b>	You Tube links have been attached to patient access and website to help get patients started with this.	
<b>Sign</b>	A sign is in place on the day informing of Fire Testing at the surgery.	
<b>Complaints</b>	The top 5 areas of complaint are: <ol style="list-style-type: none"> <li>1 Appointment System</li> <li>2 Queueing at the front desk</li> <li>3 Telephone System</li> <li>4 Notification of GP rooms</li> <li>5 Visual display for hard of hearing patients</li> </ol>	

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	<p><b>Update from Dr Wilson</b></p>	<p>This has been a challenging time for patients and the organisation with lots of demands on Lion Health's services. A new GP, Dr Plant is coming to work here in August and possibly another GP also. Dr Simpson is coming back from Maternity Leave in August.</p> <p>Issues with the phones are an ongoing challenge and there have been issues with computers also and this has resulted in lost time in GP consultations</p>	
	<p><b>GP Surgeries</b></p>	<p>The surgery is doing a new trial for the eleven partner doctors working three 2hr surgeries per day. 8.30-10.30 followed by telephone calls to patients then 12-2 and 4-6pm with telephone consultations inbetween. There is now no sit and wait surgery at lunchtime, having been replaced with timed appointments.</p> <p>The Multi Communication Provider is still ongoing and hopefully will be in place by April 2019. There may be more in-house Speciality Clinics in the future.</p> <p>MDT meetings take place every Thursday lunchtime, alongside the Psychiatric MDT and the Respiratory MDT every 3 months.</p> <p>A patient and Dr Wilson are trying to set up a Survivors from Suicide Group here at Lion Health. The nearest group to here at the moment is in Bromsgrove. GW asked the group if anyone would like to be involved in setting up the group or know anyone who would be interested and to let Nick know.</p>	

	<p><b>APPOINTMENT SYSTEM - NJ</b></p> <p><b>Interaction with patients</b></p> <p><b>DNA rate</b></p>	<p>The appointments are all accessible in the mornings now not opened up throughout the day. Cath B and two of the partners have been working to suggest implementation of the new appointment system. This is ongoing to see what works and what doesn't. We need to communicate this new system with patients and an Appointments: Patient and Staff Satisfaction Group is being set up. Nick asked the group if anyone would like to join this group to let him know.</p> <p>Ideas included possible training sessions in the waiting room, someone to triage the queue at front desk, a separate prescription line at the front desk, someone to help patients check in using the machines. CH has offered to do this and to educate patients to use online services.</p> <p>GW mentioned electronic prescribing is available. Needs someone to monitor the queue with an Emis device and filter the system.</p> <p>6,566 appointments were dna'd last year. The group felt patients cannot cancel at short notice due to the present phone system. LB asked why patients dna. GW advised that analysis was carried out regarding this when we moved to Lion Health. This was mainly in the LTC clinics but attendance has improved recently from 8% dna rate to 5%. A nurse did phone all the clinic dna's in the past to see why they did not attend. We need a telephone system that is easy to cancel appointments on.</p> <p>HA asked if dna numbers could be put on the television screen. CH mentioned most hospitals already do this.</p> <p>LB suggested the possibility of setting up a café in the surgery. GW said this had already been mentioned but had no uptake. YM commented that loneliness was a big issue for many patients. A conversation at the help desk may be all a patient needs.</p>	<p><b>NJ to put dna nos on TV screen</b></p>
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	<p><b>New Telephone System - NJ</b></p>	<p>The new telephone system is not in place yet. There are still conversations ongoing with the CCG to push for this. The telephone system is one of the biggest complaints of patients. Terra Firma who own the system, increased the number of phone lines but this did not work as not enough staff to answer them. The phone system is owned by the CCG. We have now reduced the number of lines again.</p> <p>NH asked how the new system is working with all the day's appointments being opened in the mornings. Most patients are not aware of this change yet. The Communication Group will support this change.</p> <p>Nurse and HCA appointments are not bookable online as there are many areas of differing skills within the team.</p> <p>RJ liked the system where appointments opened up throughout the day. HA felt this was unfair for patients who worked and would like to see some appointments opened up later in the week.</p>	
	<p><b>LH Website</b></p>	<p>The website now has up-to-date staff information on it. Nick decides what information is put on the website and social media (Facebook and Twitter) and asked the group if there is any information they would like to see on there.</p> <p>RJ suggested information being put in the local newspaper.</p> <p>CH asked if there had been a change in the prescription request protocol as there seemed to be some confusion about when to ask for a repeat prescription.</p> <p>GW replied that we turn prescription requests round in 48 hours as before. There are some timing issues with certain Pharmacies for electronic prescriptions.</p>	

	<p><b>AOB</b></p>	<p>NJ said there may be some confusion with prescriptions being ready in 48 hours and actually having the medication. GW said that Pharmacies have their own set of rules to adhere to. Messages for patients via the Pharmacies did not always get to the patient and Lion Health has tried to address this lack of consistency.</p> <p>HA felt that there seemed to be a change of Reception staff overnight and she did not recognise anyone. NJ mentioned that staff rotate from the phones and front desk. GW suggested to look at the Reception rotas and to address the balance between Norton staff and LH previous staff.</p> <p>RJ asked if Facebook is updated regularly. Nick updates this at least once a week. RJ suggested information to be put in the local newspaper.</p> <p>CH mentioned that Dr Watkins and Dr Brindley are retiring at the end of June and asked for Best Wishes to be sent to them.</p> <p style="text-align: center;"><b><u>Date of Next Meeting: 4<sup>th</sup> September 2018 at 5pm</u></b></p>	<p><b>Suzanne (TL) to look at rotas</b></p> <p><b>NJ to approach the newspaper</b></p> <p><b>NJ to pass on Best Wishes to BW and RB</b></p>
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