

## **PPG Meeting Minutes: Tuesday 13<sup>th</sup> June 2017**

**Attendees:** Dr Wilson, Nick Jackson, Graham Dearn, Nigel Haydon, Susan Tucker, Veronica Astley, Jo McGoldrick, Helen Taplin (minutes)

**Apologies:** Bob Taylor, N Hedley, L Crockett, V Catherall, R Derricott, L Sheard

	<b>Agenda Item</b>	<b>Summary Of Discussion</b>	<b>Action</b>
	<b>Practice update by Dr Wilson</b>	<p>We have had several members of new staff recently although still struggling to recruit GPs. Dr Evans and Dr Jones have now been made Partners. Dr Wool and Dr Mann have joined us to support the Education Department. Dr Varma runs a Dermatology Clinic once a week and will soon be doing some General Practice sessions with us.</p> <p>We have two new Advanced Nurse practitioners, Rachel Hingley and Denise Garthwaite. Denise will be supporting Linda Plant's patients and both are supporting on call GPs and making Home-Visits to support patients at home. This is to enable GPs to carry out GP work. The Practice is currently looking at On Call surgeries and assessing how to run more efficiently to utilise medical potential.</p> <p>Dr Simpson will soon be taking her Maternity Leave. Dr Jones and Dr Radstone both return from Maternity Leave in July.</p> <p>The Surgery still continues to open on Saturday mornings. The CCG is looking to commission services for the whole of Dudley to be able to do this with the possibility of creating 'hubs' across the whole of Dudley. The current Saturday morning appointments are booked in advance. Emergency Saturday work still goes to Malling Health.</p>	

		<p>Appointments for Saturday mornings can be booked on the internet. VA felt that possibly not many patients are aware of these appointments.</p> <p>There is a cupcake competition on Thursday with Cath Bateman judging. This is in aid of Alzheimer's Research.</p> <p>Jo Gubbins has joined Lion Health as a Practice Nurse.</p> <p>There are some issues with the waiting room TV screens. NJ is dealing with this. The CCG will be providing a different system in the near future. The IT system was shut down for a day following the cyber attack recently. We were not attacked but the system was shut down for safety reasons.</p> <p>At Lion Health the GPs call patients in to their appointment over the tannoy system. Patients who are hard of hearing tell Reception this when they book in and the receptionist listens for the patient's name and takes the patient in to the appointment. There is a code in the patient's records which suggests provision of alternative communication methods.</p> <p>The ramp has been lowered at the entrance to the car park recently.</p>	
	<p><b>Long-Term Conditions (LTC)</b></p>	<p>We now have a Long Term Conditions administration team. There is also a LTC dedicated phone number and information on the website. The aim of these clinics is to treat people as a whole person, not just the condition. Appointment time is allocated depending on how many of the long-term conditions people have. This started on 1<sup>st</sup> April 2017.</p>	



		<p>ST asked about top floor room usage here at Lion Health. GW said we need to be mindful this building is funded by NHS England although we do have Pulmonary Rehabilitation classes here. The University uses three rooms on the upper floor. Fire Access is a problem for people who need to be evacuated using an evacuation chair. Citizens Advice Service come in to surgery on a Friday morning and use the Quiet Room off the ground floor waiting area. GW would like to promote exercise classes for Learning Disability patients but this programme has now gone privately. GPs and Nurses can no longer refer to Weight Watchers etc.</p> <p>Education meetings are also run from here for Physios, GPs, Nurses etc and there was a Diabetes seminar here last year. Self-Management meetings are held here too.</p> <p>NJ would like people/organisations to approach Lion Health.</p>	
	<p><b>POPS MEETING – Nigel Haydon</b></p>	<p>Format of POPS meeting was discussed by NH and GD.</p> <p>Mental Health – there is a vision of a new model for mental health with teams for individual patient’s needs. There is still not enough funding and resources given to this speciality and there is a long waiting time for mental health appointments. KOOTH is an online service for young people. There are nine practices in Dudley that have MDTs for mental health and Lion Health is one of these. NH said we need a mental health strategy and a Dudley mental health needs assessment.</p> <p>DNAs were discussed at the meeting and a new approach in Dudley needs to be set up to combat this.</p>	
	<p><b>DNAs at Lion Health</b></p>	<p>NJ mentioned that DNA rate has improved here recently although work still needs to be carried out re this. The text reminder system is in place.</p> <p>GD asked how patients cancel appointments and the possibility of making it simpler for patients to cancel appointments.</p>	

	<p><b>Jo McGoldrick – newly diagnosed patients with long-term conditions</b></p>	<p>At present Jo's role involves carrying out health checks for healthy people. Her role will change on 4<sup>th</sup> July 2017 and will involve health checks for patients with newly diagnosed long-term conditions. Patients will have an initial 30 minute appointment with Jo and will then be seen by her over the next 6 months. This is a trial for 6 months.</p> <p>This is a voluntary service for patients but will be beneficial to them. Patients can opt out at any stage during the 6 months.</p>	
	<p><b>AOB – Nick Jackson</b></p>	<p>Friends and Family is still being carried out both by the Surgery Assistants on the iPad and on the website.</p> <p>GW – some patients are happy to see any GP if coming for a one-off appointment but if there is a need for a follow-up appointment, patients often wish to see the same GP.</p> <p>The Practice Boundary was discussed.</p>	<p><b>NJ to share Practice Boundary map with PPG</b></p>

Date of next meeting is AGM on September 5<sup>th</sup> 2017. 2.00pm.