

Lion Health: PPG Meeting Minutes: Tuesday 26th February 2019 @ 2pm

Attendees: Peter Upperdine, Bob Taylor, Lin Bruntwell, Andy Fitzmaurice, Margaret McColgan, Sandra Newall, Les Sheard, Robert Derricott, Jo Ferrington, R Jasper, Yvonne Marshall, Chris Hare, Nigel Haydon, Nigel Caplen, Maureen Riley, John Thompson, M Thompson, M William, Yvonne Catherall, Dr Lisa Jones, Nick Jackson (chair), Helen Taplin (minutes)

Apologies: Nanette Hedley, Linda Crockett, Veronica Astley, Kate Wells

	Agenda Item	Summary Of Discussion	Action
1	Introductions	Nick opened the meeting and Panel members introduced themselves.	
2	Online consultations with Sarah Crawford-Thomas	<p>This will facilitate IT technology to use alongside GP Practices. This online consultation app is being piloted in a few GP practices now. PPG groups are being made aware of this at present. It is an NHS app but sits alongside the main NHS app. The provider is Sensely.</p> <p>Patients will be able to use the app to provide clinical triage, symptom checker which uses algorithms similar to the ones the service 111 use. There are over 100 potential symptoms on the app. The app can search for available appointments or if accessed on a Sunday, can link to the Dudley Out of Hours Service (111). Self-Care advice can be given, also Admin Triage, and Service Finder. There is hope that the app will become more suited to a local area eventually as is only a national app at present. There is a long-term conditions element in this app. Initially patients will be asked to complete a questionnaire on the app. Admin Triage may be used to request a sick note or to enquire whether a letter is ready for collection.</p> <p>A large proportion of patients use digital technology now so Lion Health has expressed an interest in piloting this app. Testing is obviously still very much needed and practices</p>	Nick to send presentation with minutes

		<p>will need to raise awareness of its use with patients. It will run parallel with the existing system of online booking, etc. It will give options for patients to select their route for bookings etc. It may encourage patients who use the GP inappropriately at present. CH asked if this app may lead to Skype/Face Time consultations. This may be for the future but there is no plan at present. NC mentioned that this app may not work properly on an old Smartphone and that we may need a basic version of the app. NJ asked the PPG if anyone would be prepared to be part of a trial group. There was a positive response and members were asked to email Nick if interested. NC expressed interest in testing the app. Nick asked the panel for their thoughts on the app and asked patients to email him any comments.</p>	
3	<p>Review of September's action Points with Nick</p>	<p>Seating in the warfarin clinic has been addressed and additional seating put in place.</p> <p>Dr Wilson's Race For Life total has been added to Social Media.</p> <p>Nick will speak to GPs and ask if any of them would like to train to give joint injections here at the surgery. At present Dr Giles and Dr Mann do these.</p> <p>LS was pleased to see the Council have cleared the debris in Lowndes Road, cleared the pavement and painted the adjoining fences.</p>	
4	<p>Practice update with Dr Lisa Jones</p>	<p><u>Staff Update</u> Dr Radstone is now on maternity leave. Dr Nancarrow is away from surgery until August. We have 2 new locum doctors, Dr Munir and Dr Carter and a 3rd will be joining them in the near future. Dr Sidhu is the new Registrar here and will be here for 6 months.</p> <p><u>Telephone Consultations</u> The surgery is trying to pilot each GP having more telephone slots now. There is still ongoing training for Reception staff to check what is appropriate for telephone consultations. Dr Jones told that patients need to call before 11.30 that day and the GP will aim to ring back by 6.30. Patients should be informed if the chosen GP is not in that day. The GPs aim to call only twice and don't tend to leave a message unless consent has been given.</p>	

		<p><u>New telephone system</u> There have been some problems with the new system Babble Voice as Virgin have been unable to port our telephone numbers. We are moving forward with the new system and are having to change the surgery telephone numbers in the coming weeks. This system will have an answer phone and also enable us to monitor abandoned calls.</p>	
5	Patient Engagement	<p>Nick, Chris M and Yvonne M are setting up the Lion Health support group. CH explained that there is an advert on our website aimed at potential volunteers. Tee shirts (with logos) are being arranged for volunteers to wear. A volunteers Code of Conduct is being written. Also a Volunteers Agreement is being drawn up. There are a potential of 9 volunteers so far with queue-busting as the main issue to be targeted. Potential volunteers to email Nick if interested. There will be training for volunteers. Volunteers will be asked to log after each shift items such as which questions were asked and if questions asked related to the Practice needing to deal with, not volunteers. Volunteers will also require training on emergency procedures such as fire evacuation.</p> <p><u>Problems foreseen by PPG members:</u> the screen moves too quickly to be able to see GP room number in time there is no signage for phlebotomy/dermatology rooms</p>	<p>Nick to share complete version of leaflet for volunteers with PPG</p>
6	POPS Meeting Report with Nigel H	<p>Dudley MCP – Multi Speciality Community Provider is holding a meeting on Thursday 7th March 4.30pm-6.30pm at Brierley Hill Civic Hall. Leaflet enclosed with minutes.</p>	
7	AOB	<p>Nick mentioned the medication provision in the event of a no deal Brexit. The last information received on this was last August. The panel were reassured as much as is possible in the current situation, where process is unclear to</p>	

		<p>everyone.</p> <p>CH felt that the process of GPs discussing results with patients was changing to a “no news is good news” policy which Dr Jones reinforced and explained that the results are sent back to the GP who ordered the tests.</p> <p>NH asked about possible routine screening for prostate cancer and wondered if the PSA test could be carried out when patients have an annual blood test for LTC monitoring. Dr Jones explained there is not a national screening programme for PSA testing and that it is not a reliable test on its own.</p> <p>RJ discussed the shingles vaccination programme only being given to patients who reach certain ages. The Practice does offer this vaccine for patients of the stipulated ages.</p> <p>CH told of the Jiggle Wiggle Scheme which offer free condoms for the over 60s!</p> <p>Cholesterol testing was discussed with Dr Jones.</p>	
		<p>Date of Next PPG Meeting is 30th April 2019, 10-12am</p>	

