

Lion Health: PPG Meeting Minutes: Tuesday 30th April 2019 @ 10.00am

Attendees: Peter Upperdine, Bob Taylor, Lin Bruntwell, Andy Fitzmaurice, Margaret McColgan, Les Sheard, Jo Ferrington, R Jasper, Chris Hare, Nigel Haydon, Nigel Caplen, Veronica Catherall, Dr Lisa Jones, Beth Gumbley, (chair), Helen Taplin (minutes)

Apologies: N Jackson, N Hedley, R Jasper, M Riley, S Newall

	Agenda Item	Summary Of Discussion	Action
1	Introductions	Beth opened the meeting and Panel members introduced themselves.	
2	Practice Update with Dr Jones	<p>Dr Radstone is on maternity leave and gave birth to a baby boy four weeks ago. Dr Simpson is now back and working two and a half days a week. The locums are here until August/September.</p> <p>The new phone system is now in place with new Practice phone numbers. We are not utilising all of the functions yet but good things are still to come from that. Cath has had positive feedback about the new system. We shall be implementing a cancellation line in the near future which will have a new number allocated to it.</p> <p><u>New Management Structure - Beth</u> Beth introduced herself and explained her new role. She is the Operations Manager based with Reception and the Nursing Team and is Patient Services based. Amelia is the New Operations Manager for admin and Nick also remains Operations Manager for IT, Data Quality, Long Term Conditions, and Premises/Facilities.</p> <p>CH asked Beth if she has a direct phone number to avoid the normal queue. Beth replied that this is not for general patient use.</p>	

LS had spoken with Nick re a request from the staff at Russells Hall Hospital for a direct phone number for them to contact us on. Beth replied that we do have one but this needs circulating more and phone numbers probably need re-publicising.

JF mentioned she had never met Cath and the Panel said they would also like to meet her perhaps at one of their meetings in the future.

CH asked about the possibility of more GPs being trained to give joint injections. Dr Jones replied that the GPs giving these had to have training every year.

CH mentioned the possibility of digital signage in the waiting rooms. Dr Jones said this had been discussed at a Partnership meeting and that cost was a large problem. CH asked for this to be discussed again.

Dr Jones was asked if she ever has to get up to fetch patients in for consultation. She replied that very rarely and she always calls her patients twice in case they miss hearing their name the first time.

NH discussed that the TV system cannot at present be seen throughout the whole waiting area. He feels the screens need repositioning so patients can see the information on them.

CH mentioned that patients attending phlebotomy appointments may not know what phlebotomy means so requested the wording on the screens be changed to "blood tests".

VC wondered why there needs to be a loop on the phone system as some patients are finding hearing the same thing over and over quite irritating. Beth can look at the voice and information to see if this needs changing.

NH said patients were encouraged to book appointments online but he has recently experienced that all the appointments had been taken by 8am. He asked if an improvement could be made so appointments online are easier to book. He felt this needs to be improved as soon as possible. Beth replied that this is a very busy Practice and that appointments are being booked and cancelled all the time. Lion Health always

Beth to look at with Nick and feedback to Nick re phones.

		<p>offers urgent appointments on the day. Dr Jones said we may bring in a triage system for on the day emergency appts. It will be the responsibility of Reception to triage. Dr Jones, Dr Farley and Cath are looking into this at present. They are aware of the potential problems but this needs to be a positive implementation and staff to be supportive to each other.</p> <p>Dr Jones was asked how many appts are offered each day.</p> <p>LS asked about patients who regularly DNA their appointments. Beth is going to look into this particularly the repeat DNA' ers. Beth is interested in being proactive about this.</p> <p>Dr Jones said reception triage needs to be a quick decision. Various staff need to be trained in the same job. Some receptionists are already doing this, such as Acute eye clinic, pharmacists . Beth said if patients tell receptionists what is wrong with them they could signpost.</p> <p>Dr Jones said we need to educate patients on what services are available. Beth needs to give training and confidence to staff. They have regular meetings with staff and mangers to discuss problems.</p>	<p>Nick to answer this.</p>
<p>3</p>	<p><i>Patient Engagement</i></p>	<p>CH told that this is up and running low key at present with Chris and Yvonne. CH took 30 patients out of the queue in one day and felt this was very a rewarding role. He asked if anyone else wanted to join in with this especially to cover the unsocial hours. He explained that some patients queue for checking in, for repeat prescription forms and these can be taken from the queue and helped. If PPG members are interested they are to contact Nick. It was felt one panel member is enough on the floor at any one time and 2 hours is probably long enough for a shift. CH said a daily report form is being completed in the form of a tick box form detailing real comments and recommendations. A courtesy wheelchair is kept under the stairs and sample bottles are kept at the front of Reception.</p>	
<p>4</p>	<p><i>POPS Meeting with NH</i></p>	<p>NH missed the last meeting but said that up to 2 people from each Practice can attend these meetings and take problems and concerns from the Practice to them. NH asked if anyone would like to join him at these meetings or if anyone has anything to present</p>	

		<p>to the CCG Board. There is a meeting entitled “Dying Matters” at Brierley Hill Civic Hall on 16/05/19. The next POP meeting is on 06/06/19 at Revival of Fires in Dudley from 4.30-6.30pm.</p> <p>LS felt that the CQC are very interested to know how PPGs are run in Practice and how effective they are and if GPs attend them.</p> <p>NH feels prostate cancer testing should be brought in and asked Dr Jones about it. Dr Jones said is not as simple as a blood test, doctors need to see patients and check symptoms. The test is not accurate enough to bring out full PSA testing. NH asked if Nick could be asked about this at the next meeting. Dr Evans and Dr Woolley are looking at patient education on the website.</p> <p>The NHS app has been halted at the moment.</p>	
5	AOB	<p>Nick to circulate medication provision in the event of a no deal Brexit.</p> <p>MM asked about Lion Health complaints procedure. This is on screen online. The process is to write to the Practice Manager. The PPG felt that the complaints procedure should be displayed in the waiting area. Beth said we try to resolve the complaint locally prior to a formal investigation being required. Beth will reply to complaints from Patient Services. The Panel felt an acknowledgement from Cath is needed if the letter is written to her.</p>	<p>Nick to circulate</p> <p>Nick to look into whether this is on the screen in the waiting room.</p>
		Date of Next PPG Meeting is Tuesday 18th June at 2pm	

