

Lion Health: PPG Meeting Minutes: Tuesday 17th April 2018

Attendees: Dr Wilson, Nick Jackson (Chair), Robert Jasper, Margaret McColgan, Lisa Thistleton, Nanette Hedley, Jo Ferrington, Sandra Newall, Nigel Haydon, Lynn Bruntnell, Ben Thompson, Margaret Thompson, Chris Hare, Yvonne Marshall, Helen Taplin (minutes)

Apologies: Bob Taylor, Veronica Astley, Veronica Catherall, Robert Derricott, Les Sheard

	Agenda Item	Summary Of Discussion	Action
1	Apologies/Introductions	Group introduced themselves, including a number of patients from NMP who were very welcome – always good to expand the group and see new faces.	N/A
2	Practice Update	<p>Update from Dr Wilson:</p> <p>Clinical Practice Research Datalink (CPRD): The practice is submitting ANONYMISED information to support research into the development of new medicines/treatments by the CPDR. Patients cannot be identified by the information we send, but patients can request to opt out should you wish. More info can be found here - www.cprd.com/public.</p> <p>Phone System: NJ discussed the forth-coming adoption of a smarter phone system, which will support our move toward more intuitive IT systems that enable us to reduce patient waiting times on the phone. The new broadband for the phone connection will be in place in May.</p> <p>YM asked why the surgery had not purchased a better phone system sooner. GW replied that we hoped for CCG support for this, but will be purchasing ourselves.</p> <p>New Clinicians: There is a national shortage of GPs so recruiting is difficult at</p>	

		<p>present although we have new Salaried GPs, Dr Singh, Dr Rudge and Dr Blow. We also have a new Advanced Nurse Practitioner, Andy Caddick who is trained in Cardiology. We have an ANP who works in the Community, one works with Housebound patients, Jo Hawkins is our LTC Nurse and Julie Cunneen is the ANP in Mental Health.</p> <p>We are trying to diversify the workforce, trying to direct the patient to the right person at the first point of contact. The Practice is trying to get more services from Secondary Care. Lion Health will be a hub from April 2019, a Multi-Community Specialist Provider. The Respiratory Multi-Disciplinary Team is already up and running here.</p>	
3	<p>Review of February's Action Points</p>	<p>RHH/Practice Number: RHH advised again of appropriate contact info for us (as requested at last meeting).</p> <p>Transport: Reply from my enquiry made to Cllr. Nicolas Barlow, regarding bus stops, pedestrian crossing, and traffic calming measures close to the surgery. He has contacted the planning authority on our behalf. He has been advised that these requests are being considered (including my specific requests). He will keep me posted of updates.</p> <p>Display Screens: Improvements made, comments welcomed.</p> <p>GW fed-back on the practice decision to not have a visual call-screen. NJ asked that any problems hearing clinicians calling patients be discreetly reported to him, so he can talk to anyone that needs to tips on using the system.</p> <p>Group suggested that more screens positioned centrally would be useful.</p> <p>Facebook Page: This is another way for patients to contact us and also to advertise</p>	

		<p>opening hours over seasonal periods etc. RJ feels that younger people communicate through Facebook. NJ explained we are trying to reach all of our patients. YM suggested patients need to see how easy it is to use the online services. CH mentioned that the method of online bookings can be seen on YouTube and is quite informative.</p>	
4	<i>Norton Merge Review</i>	<p>YM said that a welcome pack would have been useful for the Norton patients although Practice leaflets were available and there was also an online leaflet. Parking was found to be more difficult when the open sessions were taking place. NJ to feed back to the CCG.</p> <p>YM also felt that the Communication Liaison officers were not expecting as many patients to turn up to the sessions as did and CH felt it was chaotic at times downstairs. CH and YM talked to Norton patients during the sessions as did Cath Bateman and NJ. Thursday and Friday sessions seemed to run more smoothly.</p> <p>GW explained Lion Health have a business to run and there were not enough staff to support this especially as they were told the CCG would sort the sessions out.</p> <p>CH suggested adding the links to the EMIS Access help-videos on YouTube to the sign-up document.</p> <p>NJ will also share these via our social media pages.</p> <p>Comments RE: timing of fire alarm, explained and feedback given. Routinely alarm tested Tuesday morning. Group suggested a visual aid so patients hard of hearing are aware of the test.</p> <p>YM wanted her comment that the CCG Comms team hadn't been effective minuted. Positive feedback given RE: Suzanne Fotinos (our reception team-leader regarding</p>	<p>NJ to feed back to the CCG</p> <p>NJ to coordinate.</p> <p>NJ to coordinate.</p>

		<p>the way she supported).</p> <p>Lessons learnt in terms of comms.</p>	
5	Going Forward	<p>Following the open sessions around the merge, the group discussed the idea of more regular/routine open sessions, managed ourselves, to answer questions and discuss initiatives with patients.</p> <p>CH/YM alluded to the friends and family feedback. NJ suggested us looking at the top 5 regular comments as a point of direction.</p> <p>LB suggested that we take the opportunity to advertise the self-management opportunities available for patients.</p>	NJ to gather info.
6	POPS	NH offered the group, particularly the new members, and explanation of the Patient Opportunity Panel (POPs).	
7	AOB	<p>Student Nurse Placements: NH raised the idea of placement at the practice for student nurses. This would involve shadowing the nursing team. NJ requested a formal breakdown of what would potentially be proposed, and the outcomes required so I decisions</p> <p>Hand-Gel: Group wanted it noted that they thank Dr Hobbs for sorting this.</p> <p>GP Transport: Raised externally by BT, discussed outside meeting.</p>	
8	Date Of Next Meeting	Tuesday 12th June 2018 – 2pm	N/A

