

Lion Health: PPG Meeting Minutes: Tuesday 11th February 2020

Attendees: Chris Hare, Bob Jasper, Veronica Catherall, Ken Smith, Nanette Hedley, Tracy Lee, Robert Derricott, Lin Bruntnell, Nigel Caplen, Peter Upperdine, Mike Blaxland, David Scott, Sylvia Gwynn, Maureen Riley, Robert Taylor, Beth Gumbley, Nick Jackson (chair), Helen Taplin (minutes)

Apologies: Jo Ferrington, Les Sheard, Sandra Newall, Mark Williams, Linda Crockett, Veronica Astley, David & Janet Down, Janet Kendall

	Agenda Item	Summary Of Discussion	Action
1	Introductions	To start the meeting everyone introduced themselves and Nick thanked the Panel for attending. Nick mentioned the Emergency Exit procedure and fire collection point and fire evacuation chair in case of there being a Fire Alarm.	
2	Practice update with Nick	<p>Dr Jones is not available today so Nick fed back – Dr Rudge has had a baby girl recently and Dr Arthur has just gone on Maternity Leave. We have locum cover by Dr Dhesi, Dr Butt, Dr R Bhandal and Dr H Bhandal. The latter two locums have both worked here before and are very well respected.</p> <p>Coronavirus update Should Lion Health encounter anyone displaying symptoms or have been to the “at risk” zones, they need to be isolated from the Reception area and the stated guidance followed. Refer to the senior person in Reception.</p> <p>Lion Health has building work ongoing on the roofs of the doctors’ pods.</p> <p>Update on parking – KE students are not to use our car park whilst they are at college. Nick has emailed this to the college.</p>	

3	Phone system	<p>CH asked how many Receptionists are answering the phones at any one time. Nick reported that the issue is the volume of appointments available to book. Beth reported that there are 9 staff in the back office answering the phones and 3 staff on the front desk. They try to maintain consistency throughout the day. Nick is looking into updating the phone messages and how phone messages work and the possibility of adding a few different option choices.</p> <p>Beth informed the Panel that the changes to phones should be in place later this week. It will be more patient friendly and easier to navigate for patients. RD mentioned that he thought there had been a major improvement in the answering of the telephones. TL asked if we could say on the phone system how long the approximate wait is for the call to be answered? Or to say how many Receptionists are answering the phones. The latter comment Nick felt could be misleading as occasionally the receptionist may have to leave the phone to deal with an emergency.</p> <p>Beth has been working on making the TV screens much clearer and moving at a pace that enables reading easier. This was said to be much better by the Panel. One member said that the white writing on a red background was not very easy to read.</p> <p>Nick explained to new members of the Panel why we cannot have visual screens for calling patients in by GPs. Nick said that it would be difficult to position in our waiting area so that it could be seen by everyone and that the Partners have decided against having this provision. This decision has been made.</p>	<p>Nick and Beth looking into updating phone messages</p> <p>Nick and Beth will look into this</p> <p>Beth and Nick to look into this</p>
4	Care Navigation - Beth	<p>The change is mainly led by Reception staff who will signpost patients to the appropriate service. Reception will ask the reason for the patient's call only to navigate if appropriate. The Reception staff have been trained and have knowledge of Services in the area. They reassure patients that they are asking these questions only to enable quicker care by the appropriate care provider.</p>	

	Mobile phones	<p>NC asked how this will affect patients booking GP appointments online. Beth said that this cannot be addressed yet but there are messages on the screens to try and direct patients in the most suitable direction. There is still a high percentage of booking requests online. It is also the patient's choice if they say they would like to see a GP.</p> <p>SG said more patients need to be informed of this system. Pharmacists can advise patients on many medical matters rather than the patient seeing the GP. Reception have contact details of other services they can give to patients.</p> <p>The date for the Care Navigation to be rolled out should hopefully be in March and this will be a consistent message for all patients. TL asked how patients will be informed of the changes? Beth said that social media will be instrumental as would changing the messages on the phones and on the screens in the waiting room. PU wondered how many patients use the email system.</p> <p>RD said that the reminders of appointments on patients' mobiles is working well. RJ asked if the recommendation text could be turned off if requested but Nick said not if text reminder still required. SG asked when the texted comments read and Nick replied that most of the significant/most common comments are dealt with if at all possible.</p>	Nick to see why VC text not arrived following GP appt
5	NHS APP	Nick said that as a Practice we need to show we are giving patients the availability of online access by the end of the financial year. The NHS App is the option of choice for Dudley CCG. We will be testing the App now Nick has received log-in details and asked for Panel members to assist in testing of this. NC and TL agreed to help with testing.	
6	Patient support Group with Chris Hare	Chris shared figures with the Panel. The Support Group have covered 70 shifts since September and have helped 829 patients in total, helping direct 386 patients, helping 133 patients check in, 72 online registering, 92 script queries and 76 samples. They have lost 2 volunteers but gained 3 since September.	

		Chris mentioned that he was disappointed that their offer to help with the flu clinics was not taken up to which Nick said that it was an opportunity missed but this year will probably prove invaluable.	
7	Patient Opportunity Panel	There was no POPs report as Nigel was absent.	
8	Any Other Business - Nick	<p>DS mentioned Artificial Intelligence is becoming more of a consideration for businesses.</p> <p>Nick had had a query re miscommunication and hospital letters. Here at the surgery we have recently changed the coding system to another provider, Snomed. Information can be better shared between medical providers using this method.</p> <p>The query re patients smoking near the entrance door. The meeting was reminded Lion Health adopts a no smoking on site policy.</p> <p>SG was concerned that patients with long term conditions (LTC) may have more than one problem to discuss with the GP/Nurse per 10 minute appointment. Beth advised patients book a double appointment if more than one problem to discuss generally.</p> <p>RU and MR were pleased to report that their telephone consultations had been really successful. Beth has discussed the possibility of increasing the number of telephone consultation slots.</p> <p>DS asked how many appointments are there per week and what percentage rate are DNAs? Nick said there are between 2,500 – 3,000 per week with a 6-7% DNA rate.</p>	

