

Lion Health: PPG Meeting Minutes: 15/9/20

Attendees: Nick Jackson, Lisa Jones, Sally Harris, Chris Hare, Nigel Caplen, Ken Smith, Bob Bailes, Linda Crockett, Nanette Hedley, Tracy Lee, John Atkins, Robert, Derricott, Linda Bruntnell, John Newell, Karen Skingley, Steven Jackson, Veronica Astley

	Agenda Item	Summary Of Discussion	Action
1	Introductions/Apologies	Welcome to meeting via Zoom	
2	Practice Update	<p>Lion Health has had to adopt new way of working since March in extremely challenging times.</p> <p>Current Situation:- GP telephone appointments available every morning and patients triaged. If doctor feels that patient needs to be seen then afternoon face to face appointment will be made by the GP.</p> <p>We are classed as Blue Surgery – all patients covid triaged.</p> <p>If a face to face appointment needed there are temporary screens in place, doors closed and patients asked to wait in the car until they are called to come in. All staff have PPE.</p> <p>In March family planning, minor surgery/joint injection clinics stopped. In house dermatology clinic still running. Family planning has now re-started.</p> <p>Three doctors currently on maternity leave, four locum doctors covering and 3 new registrars. Fifth year students tutorial based.</p> <p><u>Questions:</u></p>	

		<p>Chris Hare – regarding telephone slots in the morning, can you confirm there are same number of telephone appointments as face to face appointments prior to Covid What is the conversion % Chris Hare - Have DNA's gone down – Yes it was confirmed that there were minimal DNA's now. If patient does not answer from first call, doctor will call again and if still no answer will send text message.</p> <p>Tracy Lee – Praised surgery, had to bring son down to surgery for face to face appointment and said it “worked a dream”, they felt very safe. Would like it to remain like this.</p>	Nick Jackson
3	Last Meeting Actions	Clarity television screens – no one has been able to see due to Covid	
4	Care Navigation	New standardised way caller takes calls and asks questions. No feedback given. Please feedback to Nick Jackson when you try this	
5	Admin Enquiries	<p>Moving to different website by Silicon Practice called Footfall. The key function will be to allow admin queries direct to site with a series of forms on website. Key in a question which will take patients to admin notes. This will reduce number of phone calls to Practice regarding admin queries. Nick Jackson to send information with minutes.</p> <p><u>Questions:</u> Abcd – Regarding new website, how will you make the selection? It is similar to .gov site, you can type what you want and it then takes you to more interactive site. You can submit questions etc that administrators can answer.</p> <p>Packard bell – Target date for website? Approximately mid October How is it going to be advertised? Looking at email, text, social media. Too expensive to send letter out to every patient.</p> <p>Chris Hare suggested leaflet given to patient when they attend for flu jab, Dr. Jones suggest verbal message.</p>	Nick Jackson

6	Patient Support Group: Update	Limited need in recent times but if anyone has any free time available to help during flu week – first week of October - it would be very much appreciated.	
7	Flu Campaign	<p>First week of October – by appointment only, one way system will be put in place. Patients to keep to their booked appointment time.</p> <p><u>Questions:</u> Nanette Hedley – are flu injections being given alphabetically – No, all are appointment based, telephone surgery to book via flu line or appointments line.</p> <p>Chris Hare – Commented that the flu direct line works very well and can get through easily.</p>	
8	Any Other Business	<p>Nanette Hedley – Would like to know procedure regarding requesting prescribed medication and it not being prescribed and needed to speak to doctor? Dr. Jones advised that if medication was acute or one off may not be on repeat list. To discuss with NJ privately</p> <p>Nanette Hedley - What is the procedure for when patient needs 12 monthly follow up scans? Dr. Jones advised that alerts are put on patients notes but it is the patients onus to get back to us.</p> <p>Nigel Caplen – Contact information to be kept up to date for patients. You can update contact details on new website, data protection restrictions slightly looser as providing care to patient.</p> <p>Veronica Astley – Had to call doctors, phoned at 8.00 am and told 80th in queue but did go down the queue quickly. Nick Jackson advised we now have multiple people answering the phones now in the morning across the whole of the Practice but thought it was helpful for patients to know where they were in the queue.</p>	

Tracy Lee – suggested that when calling and told for example 80th in the queue, perhaps it could also say how many people were answering the phones.

Veronica Astley – Would like continuity to see/speak to usual doctor, can this be made easier? Website does list when each doctor works. Will be easier when booking online returns.

Packard Bell – Do we monitor telephone traffic. What % answered/achieved. Nick Jackson said we were aiming for calls to be answered in 10 minutes but this is an ongoing project.

Abcd – When has to call bank it has the facility to call you back, could this be done? Nick Jackson advised this could be option, need to ensure best direction for patients.

Chris Hare – What is volume of calls coming in, can it be advertised so patients know the amount. Nick Jackson thought this was good idea.

