

Lion Health: PPG Meeting Minutes: Tuesday 17th November 2020

Attendees: Chris Hare, Bob Jasper, Ken Smith, Tracy Lee, Robert Derricott, Lin Bruntnell, Nigel Caplen, Sylvia Gwynn, Robert Taylor, John Adkins, Maggie McGolgan, Jo Ferrington
Dr Lisa Jones, Nick Jackson (chair), Helen Taplin (minutes)

Apologies: Sandra Newall, Sandra Leeson, Karen Skingley, Nanette Hedley

	Agenda Item	Summary Of Discussion	Action
	Introduction	Nick thanked the Panel for logging into the meeting.	
	Dr Jones	<p>An update since the last meeting: GPs are still doing telephone triage appointments in the mornings and seeing patients that need to be seen in the afternoons. The Family Planning clinics are still running as normal as are Smear Clinics.</p> <p>We have had a successful flu campaign with positive feedback from both patients and clinical staff. Chris H was thanked for his help on the floor during the flu weeks.</p> <p>Dr Wilcox has joined us as a Salaried GP working full time. Medical Students are back with us and they will be seeing patients together with a GP as part of their training.</p>	

		<p>The Covid vaccine is still in early stages and nothing concrete to report as yet although the Practice does want to support its role out.</p>	
	<p>Nick J</p>	<p>There is not much that has changed in the day to day running of the surgery since the last meeting. There have been some negative comments on Social Media re the appointment system but this protocol is in place to keep patients safe.</p> <p>Nick congratulated everyone involved in the flu campaign. He did wonder how many patients would turn up due to the pandemic, but was pleasantly surprised.</p> <p>600 flu vaccinations were given per day in the first flu week and 400 per day in the second week.</p> <p>8,000 patients have been vaccinated at Lion Health and over 69% of over 65 year olds.</p> <p>Nick thanked Chris H again for his help and reiterated that there had been much positive feedback from the flu campaign.</p> <p>Footfall Website</p> <p>This is making progress behind the scenes. The website will direct Administration queries direct to the Practice and so relieve the phone queues. There has been a slight delay in the website going live as all local practices are taking this up and so the providers are still ironing out certain issues. Nick is delaying putting too much on line re this as yet as not certain of a date it will go live. Nick wants patient's first experiences of the new website to be a positive experience.</p>	

Bob J asked about the ability to book appointments through the new website. Appointments will not be booked through this as the Practice has appropriate signposting set up already via the Reception Team. Online appointment bookings will still be possible with Patient Access. All clinical items will still come through the current channels. The footfall website will be useful for patients chasing referrals.

Nick reassured the panel that appointment booking is not impacted on by Footfall. Sylvia G asked what if patients do not feel their problem is urgent and would be happy to wait for an appointment in a few days' time.

NICK TO FEEDBACK THIS TO THE APPOINTMENT TEAM

Nick said this can be a problem as some patients have booked appointments in the past just in case they are needed and then may or may not cancel them. Changes to the appointment system were in process before the Covid pandemic began.

Patient Support Group

Nick thanked Chris for all his support and as soon as is feasible Nick will get this in motion again. Chris said he felt safer in the Practice than in Tesco due to all the safety precautions in place here. Chris said he will need further assistance if the Practice gives the Covid vaccines.

LTC appointments

Lynn B said she had a diabetic health check via the telephone but had not had a urine test, blood test or foot check prior to this and this resulted in

several follow-up phone calls. It was all quite confusing as there were too many points of contact and calls. Nick commented that the Team are looking at who needs to have a face 2 face appointment and which patients can be monitored over the telephone.

NICK will look into Lynn's appointment.

Blood Tests

Tracey L said she had been unable to book a blood test for a family member. Nick said there are talks going on within the Practice to have our own phlebotomy service.

Dr Jones told of the urgent phlebotomy booking service that we now use if a patient needs an urgent blood test. There is also a website that patients can log in to for booking routine blood tests.

<https://www.dgft.nhs.uk/patients-and-visitors/blood-tests/>

Phone numbers for patients to use to book blood tests are 01384 244330 and 365155.

Sylvia was very positive and thanked all at Lion Health for her treatment. Rob D also said he and his wife had had first class service from both the Practice and Russells Hall Hospital. Dr Jones thanked the Panel for their positive comments.

Chris wished the panel a Happy Christmas and a Healthy New Year. Nick did the same.

