

## PPG – Lonsdale Medical Centre

### Meeting Agenda

<b>Meeting Date</b>	Monday, 16 August 2021	<b>Meeting Time</b>	17:00 – 18:00
<b>Meeting Venue</b>	Zoom	<b>Next Meeting Date/Time/Venue</b>	<b>Monday 18<sup>th</sup> October 2021, 12:30pm – 13:30pm, Zoom</b>
<b>Minutes Taken By</b>	Lea Parr		
<b>Meeting Attendees</b>	Leanne Flux (LF) – Practice manager Lea Parr (LP) – Medical secretary Michelle Weller (MW) – Social Prescriber Moira Millar (MM) Ingrid Pope (IP) – Chair Dr Alison Stewart (AS) – LMC Retired GP Partner		
<b>Apologies</b>	Jeannie Kemp (JK) Mary Pendaries (MP) Dogan Delman (DD) Simon Parker (SP) – Secretary		

No.	Agenda Topic	Discussion	Actioned by
1	Welcome	<p>Appointment of minute taker – Lea Parr for this meeting.</p> <p>Opening comments from the Chair:</p> <p>- <b>Welcome back;</b> First meeting since January 2020</p> <p>- <b>Membership;</b> Martin, Lauren and Amy have all left the PPG. Welcoming two new members, Dogan and Mary.</p> <p>- <b>Ways of working;</b> Unfortunately the two new members were unable to attend this meeting. This was to briefly introduce how the PPG works and what the PPG does.</p> <p>IP has deleted all previous initiatives to start a clean slate moving forward.</p>	<p>ALL</p> <p>IP</p>
2	Update from the surgery	<p>LF updated the group on what has been happening in the surgery since we last met.</p> <p>LF thanked IP and MM for staying in contact and offering to help through COVID.</p> <p>The surgery has been busy with the COVID vaccination hub split between nine other surgeries in Tunbridge Wells. Lonsdale has decided not to go ahead with cohort two and to focus on general practice.</p>	LF

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		<p>Surgery doors stayed open during COVID but offered telephone appointments first and only offering face to face if needed. The surgery kept going at a safe pace.</p> <p>The surgery did not have to close during COVID; two members of staff caught COVID but isolated to avoid spreading. Additionally a few long standing reception staff retired.</p> <p>Four new staff members and one new salaried GP have started. Receptionists are being trained to deliver a quality service to patients. The surgery has received positive feedback on how reception is now running.</p> <p>Dr. Bruno Capone has stepped away from GP consults and working within the local care homes.</p> <p>The new salaried GP, Dr. Seema Malvankar has just started with the practice. She is newly pregnant; when she goes on maternity leave the surgery will hire a regular locum to help in cover in the interim.</p> <p>IP asked how the surgery can capture feedback from patients who have seen a locum doctor. Patients can use the website, Facebook page and Google reviews to leave feedback. Patients do not often leave positive feedback as much as negative.</p> <p>LF explained that a lot of patient complaints have risen in the last few months, possibly due to patients holding back attending the surgery due to COVID and now that the service is getting back on its feet, patients are seeking help all at once.</p> <p>Well Spring who occupies the top floor of Lonsdale is now only using one room. Lonsdale are looking to take over the spare rooms for admin, physio and social prescriber space. A request to the CCG has been sent and is in process.</p> <p>Abuse from patients has increased, resulting in the resignation of two staff. LF explained that the surgery team are tired and constantly trying to deliver a good service during a difficult time.</p> <p>LF holds bi-weekly meetings with reception and admin staff to focus on training.</p> <p>IP asked how the PPG could acknowledge the practice team to say thank you. An idea was that the PPG attend one of the practice meetings.</p> <p><b>Action: IP and MM to meet to discuss how to acknowledge practice staff.</b></p> <p>IP still has a few raffle prizes left over from last year.</p> <p><b>Action: The surgery will store the raffle prizes until the next raffle.</b></p>	<p>IP/MM</p> <p>LF/IP</p>

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		There was the idea of a free internal staff raffle.	
3	Social prescribing	<p>Michelle is a social prescriber, mainly for adult mental health. She explained how patients can access her service. Michelle can use the PPG newsletter to send updates to patients on how to access her service. Michelle will also attend future PPG meetings.</p> <p>It is preferred that patients self-refer but GP's can also send referrals. The role of the social prescriber is to prevent GP attendances.</p> <p>Drop-in centres are currently during working hours. Michelle would like weekend and evening drop-in clinics to accommodate patients who work and cannot attend during the working day.</p> <p><b>Action: IP to invite Michelle to future PPG meetings.</b></p> <p>IP asked if the PPG wanted to start up practice walks again. There was not much uptake before.</p> <p><b>Action: Keep practice walks as an open initiative.</b></p>	<p>Michelle</p> <p>IP</p> <p>ALL</p>
4	Complaints Report	LF asked the PPG how they would best like to be kept informed of practice complaints. It was agreed that LF would provide a summarised list so the PPG can get a sense of what is going on and how they can help. LF will provide an update in the trend of complaints if she notices a change.	LF
5	AOB	<p>LF asked the PPG for help by way of listening to a new telephone automated message to ensure it isn't too long and includes all relevant facts. LF will also involve the PPG in the new script process to make sure it is easy and clear to patients.</p> <p>The PPG will continue to ensure that all facts on the website, Facebook page and posters around the surgery are all clear and understandable to patients.</p> <p>The PPG newsletter will be published September/October 2021.</p> <p>Flu clinic dates: Saturday 25<sup>th</sup> September 2021 Sunday 31<sup>st</sup> October 2021</p> <p>LF asked if the PPG could please marshal at the clinics. Clinic times and details will be added to the website and Facebook page.</p> <p>LF is currently unsure if the surgery will be rolling out the booster COVID vaccine.</p> <p>The surgery is trying to recruit more PPG members. It has been</p>	ALL

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		<p>advertised on the website, Facebook page and in the surgery. Staff are asking patients when they speak to them, either face to face or over the phone.</p> <p>It was agreed that PPG meetings will be kept to one hour.</p> <p><b>Action: IP to publish the final PPG meeting minutes on the surgery website.</b></p> <p>Next meeting: Monday 18<sup>th</sup> October 2021 12:30pm – 13:30pm Via Zoom</p>	IP

## List of initiatives

No.	Description	Raised By	Date Raised	Priority	Status
100	Practice walks: decide if/when to start them up again.	IP/AS	16/08/2021	M	Open

## List of closed or completed initiatives

No.	Description	Raised By	Date Raised	Priority	Status