

PPG – Lonsdale Medical Centre

Meeting Agenda

Meeting Date	Monday, 18 October 2021	Meeting Time	12:30 – 13:30
Meeting Venue	Zoom	Next Meeting Date/Time/Venue	Thursday 9th December 2021, 17:00 – 18:30, Surgery
Minutes Taken By	Simon Parker		
Meeting Attendees	Leanne Flux (LF) – Practice Manager Lea Parr (LP) – Medical Secretary Moira Millar (MM) Ingrid Pope (IP) – Chair Dr Alison Stewart (AS) – LMC Retired GP Partner Dogan Delman (DD) Simon Parker (SP) – Secretary Emma Brooker (EB) Martin McArthur (MMA)		
Apologies	Jeannie Kemp (JK) – Unable to connect due to IT problems Mary Pendaries (MP) Michelle Weller (MW) – Social Prescriber Zoe Parton – CYP mental health social prescriber		

No.	Agenda Topic	Discussion	Actioned by
1	Welcome	<p>Appointment of minute taker – Simon Parker for this meeting.</p> <p>Opening comments from the Chair:</p> <p>- Membership IP welcomed our newest members Dogan, Martin and Emma.</p> <p>It was suggested that introductions be postponed until we had more time and can meet face-to-face. This should be possible at the next meeting which will take place at the surgery.</p> <p>- Ways of Working Postponed until the next meeting</p> <p>- Actions from the Previous Meeting</p> <p>There are no questions concerning the previous minutes.</p> <ul style="list-style-type: none"> ▪ IP and MM to meet to discuss how to acknowledge practice staff. <p>IP and MM have organised a balloon and card for the staff.</p> <p>Action: IP and MM to consider with LF the best way to present this to the staff.</p> <ul style="list-style-type: none"> ▪ The surgery will store the raffle prizes until the next raffle. 	IP

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		<p>The raffle prizes have been delivered to the surgery and will be stored until needed. Action is closed.</p> <ul style="list-style-type: none"> ▪ IP to invite MW to future PPG meetings. <p>MW and ZP have been invited to the meeting. They were unable to attend today but invitation is ongoing. Action is closed.</p> <ul style="list-style-type: none"> ▪ Keep practice walks as an open initiative. <p>AS indicated that she would be happy to restart the walks however attendance was low in the past. Doctors and Nurses have been requested to advise patients that may benefit but this has not been successful.</p> <p>Action: AS will liaise with MW to identify those patients that could benefit from joining a walk e.g. the unfit or lonely.</p> <ul style="list-style-type: none"> ▪ IP to publish the final PPG meeting minutes on the surgery website. <p>IP does not have access to update the website.</p> <p>Action: LF will take over the action.</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>The surgery is inundated with work. Reception is close to 'burn out'.</p> <p>There are two receptionists dedicated to calls. There are around 200 calls per day and some can take up to ten minutes to handle.</p> <p>The doctors have been asked to make follow up appointments rather than pass this task on to reception.</p> <p>Booked appointments are now 4 – 6 weeks in the future.</p> <p>The practice has tried to recruit additional reception staff. It takes a month of training before they are allowed to interact with patients. One new staff member who completed training resigned after one shift. Another member of staff left following abuse from patients.</p> <p>When doctors are unavailable then a locum can be brought in but a lack of receptionists would require the practice to close.</p> <p>This is a common problem at other practices in Tunbridge Wells.</p> <p>It is noted that LF will be leaving the practice at the end of December.</p> <p>Several members of the PPG indicated that their experience of contact with the surgery over the last six months has been overwhelmingly</p>	LF

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		<p>positive. LF will pass this on to staff.</p> <p>Covid19 Boosters will be handled by the surgery. Currently the priority is to inoculate residents and staff in care homes before moving on to other patients.</p> <p>The annual flu inoculation will take place on 31/10 and 20/11 between 9:30 and 12:30. Currently there are sufficient volunteers to help on each day. If more are required LF will send a mail out.</p>	
3	Complaints Report	<p>The surgery maintains a spreadsheet of complaints. All complaints that cannot be handled immediately to the patient's satisfaction are logged and followed up. The spreadsheet lists the patient number, details of the complaint, the outcome and lessons learnt.</p> <p>LF gave examples of some of the complaints during the meeting.</p> <p>Action: LF to distribute the latest list of complaints, removing the patient number, after this meeting* and in future to distribute an updated list before future meetings.</p> <p>* This part of the action has been completed on 19/10/21.</p> <p>A question was raised concerning complaints against locums - these are provided by an external agency and no information is available on a specific locum before they arrive, however if a complaint is made they are not used again and if a good locum is found then they are requested in the future.</p> <p>The biggest complaint at the moment is that a patient wants to see a doctor immediately and not wait six weeks.</p> <p>It was noted that 'giving the receptionist a hard time' is not considered a complaint.</p> <p>Complaints do make the situation worse as they take the Practice Manager and other staff away from their work to follow up and respond.</p>	LF
4	Newsletter	<p>The newsletter is with LF for review. This was started but a PC crash resulted in loss of data and the review needs to take place again.</p> <p>It is proposed that the following topics are covered:</p> <ul style="list-style-type: none"> - Face masks - Covid boosters - New staff - Flu clinics - Missed appointments - Patient information opt-out - New patients from outside the area 	LF & MM

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		<p>- Surgery closure times - Prescription ordering - PPG – New entrants</p> <p>IP suggested that we add information about the surgery and why patients are unable to see a GP when they want to.</p> <p>Action: ALL to consider whether any further topics should be added and forward them to MM.</p> <p>Action: LF to complete the review and update where necessary.</p> <p>Currently a link to the newsletter is sent out by text as mobile phone numbers are held for the majority of patients. It was noted that reading the newsletter on a phone is difficult and therefore it would be preferable to also send out a link by e-mail where that is held.</p> <p>Action: LF to investigate the possibility of sending an e-mail link.</p>	
5	Update from Social Prescriber	MW was unable to attend this meeting so an update on this topic is deferred until the next meeting.	MW
5	AOB	<p>This is carried over from the previous meeting as opinions would still be useful.....</p> <p><i>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.</i></p> <p>Next meeting: Thursday 9th December 2021 17:00 –18:30 Location - Surgery</p>	ALL

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