

MINUTES OF THE LONGTON MEDICAL CENTRE
PATIENT PARTICIPATION GROUP

25th January, 2018 @13.15 hours

Patient Representatives:

Mala Dawson, Linda Hughes, Gillian Roberts and Linda Williams

Staff Representative: Dr. D. Tree, Lisa Roberts, Co-Chair and Practice Manager

Apologies: Wendy Burton, Emily Dixit, Tushar Dixit, Muhammad Hafiz Ullah and Brian Hughes.

Copy to: Tracy Woods

1. Welcome

Dr. Tree took the opportunity to welcome the Patient Representatives to the meeting.

2. Resignation

Sadly since the last meeting Tracy Woods tendered her resignation as a result of her increasing private and professional workload. This is a particular blow to the Group because Tracy has been an extremely valuable member and intensely proactive. We would like to take this opportunity of thanking Tracy so much for her valued contribution and equally as important, her friendship. She has, however, offered her assistance on an ad hoc basis should the need arise.

3. Approval of the Previous Minutes

The Minutes of the meeting held on 23rd August 2017 were approved.

4. Matters Arising

There were no actual Matters Arising from the Minutes held on 23rd August 2017. However, Dr. Tree took the opportunity to update the Group on the current clinical staff shortages.

The use of clinical pharmacists three days per week continued to be a tremendous success with the doctors in that a great deal of the paperwork was able to be relinquished. Similarly the use of ANP's continues to have similar success. The latest round of advertisements for an ANP was successful but sadly having been offered the job the candidate chose to be employed elsewhere immediately prior to her appointment thus advertising has resumed.

As predicted last year whilst the Practice has been advertising for a replacement GP, following the resignation of Dr. Sood, the national shortage has led to the almost impossible task of recruiting a GP for the Longton Lane Medical Centre. That said, in order to secure funding the Surgery has no other option but to accept new patients under their NHS England Enhanced Services Contract.

Dr. Tree outlined the increased workload in order to comply with routine frailty identification and asked for PPG assistance to prepare statistics to identify older people living with frailty. Those present volunteered their services and to date two successful sessions have been undertaken.

LATER: Again, as part of the Enhanced Services Contract, the Surgery has been urged to enable patients to utilize electronic communication for appointment booking and obtaining repeat prescriptions. Members are asked to contact Linda Williams should they wish to offer assistance in a recruiting campaign in the surgery.

As well as clinical staff shortages the Surgery was experiencing difficulties recruiting domestic staff. Mala Dawson volunteered to use her expertise and experience to overcome this particular problem.

5. Any Other Business

Dr. Tree has been tasked to instigate the implementation of a Comments Book for Patients. It was agreed that this would be located adjacent to the Touch Screen Registration Facility and advertised on the JX Board.

Lisa Roberts informed the meeting of the extended use of text messaging within the Practice. Mala Dawson suggested that the response would be far easier if these did not require the re-dial of a different number. Lisa offered to look into this matter.

Action: Lisa Roberts

6. Next Meeting

The dates for the next three meetings are scheduled as follows:

Wednesday 16th May 2018 at 13.15 hours
Thursday 13th September 2018 at 13.15 hours
Thursday 17th January 2019 at 13.15 hours

