

MINUTES OF THE LONGTON MEDICAL CENTRE PATIENT PARTICIPATION GROUP

28th August 2019 @13.15 hours

Patient Representatives:

Mala Dawson, Linda Hughes, Muhammad Hafiz Ullah and Linda Williams

Staff Representative: Lisa Roberts, Co-Chair and Practice Manager

Apologies: Cathy Edge, Gillian Roberts and Yvonne Sedman.

Non-Apologies: Emily Dixit, Tushar Dixit, Brian Hughes,

1. Welcome

Linda Williams took the opportunity to welcome the Patient Representatives to the meeting and recorded those members who had sent their apologies. Please note that at the last meeting those members who had not sent their apologies had been asked that in future they do so and confirm their interest.

2. Approval of the Previous Minutes

The Minutes of the meeting held on 15th May 2019 were approved.

3. Matters Arising from the Minutes of the Meeting held on 15th May 2019

- a. GP Routine Appointment Feedback. Footfall of Average Weekly visits during the months of June and July were 170 and 189 respectively.
- (b) St. Helens Clinical Commissioning Group. Lisa Roberts reported that the two-hour telephone conference was extremely successful and it had been agreed that as a direct result the surgery did not warrant a visit until October 2020 in line with compulsory rules.
- (c) e-Consult progress (currently at Week 3). For the reporting period of 5/8/19 to 11/8/19 there had been 13 visits with 1 Self-help. For the reporting period 12/8/19 to 18/8/19 this had increased to 47 visits, 1 Self-help and 5 e-consults.
- (d) Healthwatch St. Helens. The Healthwatch Representative reported that the surgery cohort was too small for qualitative feedback. To date the surgery had not been approached for further action.
- (e) Release of pre-bookable appointments. It was agreed and had already been actioned that it would be more appropriate for the working population of the surgery to be able to access the release of the pre-bookable appointments at 5 p.m. (instead of 12 noon) every Wednesday for the following two weeks.

(f) Social Prescribing - the definition of which is a way for local agencies to refer people to a link worker. They connect people to community groups and statutory services for practical and emotional support.

Cath Edge has very kindly provided a copy of a presentation made to the CCG Governing Body on 10th July 2019 which will be forwarded under separate cover and has offered to answer any questions that may arise. Linda Williams will be co-ordinating the collection of any questions and will be responsible for circulating the response.

Action: Linda Williams

4. NHS Marketing Campaigns:

From 2019-20, NHS England and the General Practitioners Committee (GPC) England (the only body which represents all GP's in the UK) have agreed that GP practices will be required to support up to six national NHS marketing campaigns on an annual basis.

The GP contractor will be required to put up and display in their premises, campaign display materials six times every 12 months. NHS England and GPC England will discuss which campaigns should run.

The NHS national marketing campaigns are run to change people's behaviour in the way they access NHS services or look after their own health and are developed to help the audience groups they are targeted towards.

For NHS marketing campaigns to be effective it requires audiences to see or hear messages many times so that they act on the information provided. This means that it is important that the NHS makes best use of all the opportunities to deliver messages to our audiences, including displaying national campaign materials in GP practices.

NHS England will provide GP practices with campaign materials for practice staff to put on display for their patients in appropriate places within the practice. These materials will be sent to practices at relevant times during the year. For example, when the national campaign advertising activity is about to start, so that practices can display campaign materials when the same messages are being delivered to the public via other channels.

Practice staff will be expected to:

- Identify the best places for patients to be able to view the campaign materials within their practice.
- Receive the campaign materials when they are sent out to practices.
- Display the campaign materials that are provided, for example put up posters in prominent positions in the practice or run provided files on public information screens in the practice.

However, this has been devolved down to PPG Members and Mala Dawson has very kindly offered to take over this responsibility and will liaise with Lisa Roberts direct and report back as appropriate.

Action: Mala Dawson

5. GP's

Lisa Roberts was delighted to announce the arrival of a new long awaited GP - Dr. Priya Tirunavakarasu who is scheduled to start on 2nd October 2019. Dr. Priya, who specialises in family planning, diabetics and is a registered GP trainer, will undertake six sessions per week - all day Wednesday/Thursday/Friday and will be invited to attend the next PPG meeting scheduled for Wednesday 13th November at 13.15 hours.

Dr. Tree will be reducing her sessions to 5 per week but Dr. Jacobs will retaining her 6 sessions per week. The current patient list stands at 5365.

6. National Survey Results 2019

Members of the PPG considered that the results were extremely encouraging and did not warrant any further action at this time.

These results were as follows:

Overall Experience: 93% described their overall experience of our GP practice as good.

80% find it easy to get through on the phone

93% find the receptionists helpful

72% are satisfied with the general practice appointment times available

53% usually get to see or speak to their preferred GP when they would like to

66% were offered a choice of appointment when they last tried to make one

81% were satisfied with the type of appointment offered

97% took the appointment they were offered

77% described their experience of making an appointment as good

95% said the healthcare professional they saw/spoke to was good at listening to them

94% said the healthcare professional they saw/spoke to was good at treating them

99% were involved as much as they wanted in decisions about their care and treatment

99% had confidence and trust in the healthcare professional they saw/spoke to

99% felt the healthcare professional recognised or understood any mental health needs

100% felt their needs were met during their last appointment

87% said they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s).

7. Any Other Business

Flu Vaccinations

Appointments have now been released for Flu Vaccinations to take place from 6th September 2019.

8. Date of Next Meeting:

Wednesday 13th November 2019 at 13:15 hours.