

## **MINUTES OF THE LONGTON MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

13th November 2019 @ 13.15 hours

### Patient Representatives:

Mala Dawson, Cathy Edge, Linda Hughes, Janette Rylance, Muhammad Hafiz Ullah and Linda Williams

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

Apologies: 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 and in particular our newest member, Janette Rylance, 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. This did not happen. These members are asked to note that it has been decided to implement the Constitutional Rules as per the NAPP (National Association for Patient Participation): Growing Patient Participation: Getting Started: A step-by-step guide for PCT's to setting up a Patient Participation Group in General Practice: Non-attendance at three consecutive meetings will lead to removal from the PPG. This will not be applied retrospectively but will in future.

### **2. Approval of the Previous Minutes**

The Minutes of the meeting held on 28th August 2019 were approved.

### **3. Matters Arising from the Minutes of the Meeting held on 28th August 2019**

- a. Social Prescribing. No further questions of clarification had arisen as a result of the CCG Governing Body presentation made on 10th July 2019. Neither was there any further update available.

(b) NHS Marketing Campaigns. Mala Dawson reported that the best places to be able to view the campaign materials had been identified and prominently placed. Excellent feedback had already been received from patients and staff alike.

### **4. Update from Dr. Priya Tirunavakarasu**

Dr. Priya, who started in post on 2nd October 2019, briefly joined the meeting and introduced herself to the members present. Dr. Priya specialises in family planning, diabetics and is a registered GP trainer and will undertake six sessions per week - all day Wednesday/Thursday/Friday.

## 5. Resignation of ANP - Glyn Howard

Lisa Roberts reported that Glyn had now left the surgery and his successor was still to be appointed with the closing date for applications imminent. In the meantime a regular locum ANP was in place.

## 6. Healthwatch St. Helens

Lisa Roberts reported on the Healthwatch St. Helens Visit by Janet Roberts and Gail Hughes, which took place on 24th October 2019. See excerpts below:

**Summary of Findings:** At the time of the visit the practice appeared to be running smoothly with a relaxed and welcoming atmosphere. The surgery was tidy and clean with informative posters on the wall without it being too overwhelming.

The visiting team gathered a total of 25 patient experiences. The practice gives the impression of being relaxed and efficient.

**First impression:** Longton Medical Centre is clean and well maintained. There are only a small number of parking spaces but ample parking available in the nearby surrounding areas.

On entering the waiting room the receptionist was friendly and polite and asked the visiting team to sign into the visitors' book.

The visiting team were given a warm welcome by Lisa, the Practice Manager, who thanked us for coming in. She also informed us of the number of clinics that day so we should get a good response. Lisa was happy to answer our questions and discuss our observations.

**Observation of Reception/waiting area:** The waiting area is small but welcoming, with plenty of seating.

As well as the receptionist's window there is a self-check-in machine to key in name and arrival. This reduced any queues; we did not see any queues.

There is a screen on the wall which informs the patients when their appointment is ready, stating their name and room number.

There is a pull-up NHS banner informing patients of different ways to contact the NHS such as NHS 111, and book an appointment.

A range of information was displayed on the wall, including Healthwatch, the PPG Forum meetings and a notice stating no photos, filming or audio recording. One of the posters had a heading 'Why does the receptionist need to know what is wrong?' This is one of the common complaints received by Healthwatch about GP practices in general. It was interesting for the visiting team to note, as we viewed this as being a proactive way to tackle this kind of complaint. The answer was that it was to prioritise appointments to get the appropriate medical care.

Other posters included information on flu jabs, sepsis in children, and the use of antibiotics, cervical screening, safeguarding for carers etc. There was a board on the availability of support services in the area such as GP out of hours.

The posters were tidy to look at as they were arranged in an ordered, logical way with spaces between, and did not overwhelm anyone who was looking.

There is a small area in the corner with children's toys to cater for young families.

**Engaging with patients:** When patients came into the surgery to sit in the waiting area, the visiting team used this opportunity to chat to them about their experiences. We informed them that the Practice Manager had invited us in to gather patients' experiences and views of the surgery, but that their comments would remain anonymous.

Each person we spoke to was quite happy to give their views, and we noted them down. We collected a total of 25 experiences.

All members of the visiting team left with a very positive impression of the practice.

## 7. Any Other Business

- a. GDPR Recap: GDPR stands for General Data Protection Regulations and is a piece of legislation that superseded the Data Protection Act. It not only applies to the UK and EU but covers anywhere in the world which data about EU citizens is processed. For more information this can be found on: [https://www.avenuemedicalpractice.co.uk/documents/GDPR\\_Patient\\_Information\\_Letaflet.pdf](https://www.avenuemedicalpractice.co.uk/documents/GDPR_Patient_Information_Letaflet.pdf).
- b. Current Surgery Staffing Levels: This information can be found on the Longton Lane Medical Centre Website: Practice Staff: <https://www.longtonmedicalcentre.co.uk/practice-information/practice-staff/>
- c. Telephone Advice and Consultations: Similarly this information is also on the website. "Appointments via telephone are available each morning."
- d. Growing Patient Participation: It was agreed that a renewed drive would include a poster prominently displayed in the Waiting Area.

**Action: Mala Dawson**

**LATER:** This had already generated one new member: Barbara Graves.

(e) Possible Presentation for Next Meeting: Lisa Roberts suggested, and it was agreed, that a further attempt be made to fix a date for The Dementia Awareness Presentation by Colin Davidson, Dementia Friends Champion to address our next meeting. Members will recall that this was originally scheduled for 16th May 2018 but had to be postponed.

## 8. Date of 2020 Meetings:

Wednesday 26th February 2020 at 13:15 hours.

Wednesday 17th June 2020 at 13:15 hours.

Wednesday 28th October 2020 at 13:15 hours.