

Lapworth Patient Participation Group

Minutes of meeting held Wednesday 19 June 2024, 5.40pm, Lapworth Surgery

Attendees: Heather Day – Chair (HD); David Johnson – Deputy Chair (DJ); Lizza Baines (LB); Dr. Caron Bates (CB), Dr. James Sutton (JS), Julie Briney - Practice Manager (JB); Chris Jacobs (CJ); Kate Ray (KR); Chris Sallnow (CS); Lawrence Thomas (LT); Lisa Young – Operations Manager (LY); Yvonne Wade (YW).

Apologies: Arthur Prescott (AP); Anne Sterry (AS); Alex Boyce (AB)

Agenda:

No.	Item	Lead
1.	Apologies	HD
2.	Matters arising from minutes of March 24: a) Car park sign – Patients only Monday to Friday? b) Arden PCN Project – later in agenda	JB HD
3.	Invited member of Surgery team – question and answer session	TBC
4.	Chair's Report	HD
5.	Report from Doctors	CB & JS
6.	Report from Julie Briney – Practice Manager	JB
7.	AOB	PPG
8.	Next Meeting either Thursday 19th September or Wednesday 16th October 2024 TBA	HD

Minutes of Meeting

No.	Item	Lead
1.	Apologies received from AP, AS and AB.	HD & PPG
2.	a) CB confirmed that the Surgery would change the sign to include some wording about it being for patients only. b) To be covered in Chair's Report.	CB HD
3.	No Surgery Team Q&A session this time as staff had had a full day of training	JB
4.	NHS App <ul style="list-style-type: none">HD printed more Guidance Packs and left them in the Surgery Reception. So far, 30 packs have been taken and she had just collated another 10 packs.	HD

	<ul style="list-style-type: none"> JB commented that although Patient Access was still in use, the NHS App was much more reliable. 	JB
	<ul style="list-style-type: none"> CB thanked the PPG for their effort in trying to convince fellow patients to use the NHS App for re-ordering prescription. Paper / electronic prescription ordering was still 50:50, so there was no noticeable benefit being felt by the Surgery yet following the campaign, but JB was going to ask the Business Manager whether there was a report that could be run against historical data to see if there had been an improvement. 	CB
	<ul style="list-style-type: none"> PPG requested that one of the slides on the screen in Reception would be dedicated to the benefits of ordering prescriptions via the NHS App. 	PPG
	Housebound COVID Jab Discussion on Nextdoor	
	<ul style="list-style-type: none"> HD reported that this had been brought to a satisfactory conclusion and that the patient was happy with the response. 	HD
	<ul style="list-style-type: none"> JB confirmed that all Reception Staff had been briefed on the protocol for dealing with requests for COVID boosters for housebound patients. 	JB
	Arden PCN	
	<ul style="list-style-type: none"> HD is now Chair (congratulations and thanks Heather!) 	HD
	<ul style="list-style-type: none"> There continues to be no contact with Tanworth PPG. Ben (PCN Transformation Manager) was going to contact Claire (Tanworth Practice Manager) to see if we can re-establish communication with their PPG. 	HD
	<ul style="list-style-type: none"> PPG reviewed and commented on the Digital Questionnaire – HD to make suggested amends. 	HD
	<ul style="list-style-type: none"> The PCN will be taking on JB's suggestion that we try to collect responses to the Arden Digital Survey at the flu clinics in October, although there were some concerns from the PPG that it was so slick and efficient at Lapworth, there may not be time to collect responses! 	HD
	<ul style="list-style-type: none"> HD also commented that we need ensure we had responses from patients outside of the flu clinic demographic, so surveys will be left in Reception for completion. 	HD
	<ul style="list-style-type: none"> CB suggested we might want to have volunteers taking responses to the survey in the Waiting Room on a Monday morning as the Surgery is very busy at that time. 	CB
	SWPE	
	<ul style="list-style-type: none"> DJ had attended this meeting on behalf of HD – he gave a summary of the discussions held. 	DJ
	<ul style="list-style-type: none"> Draft Primary Care Strategy was not yet available. 	DJ
	<ul style="list-style-type: none"> How many prescriptions were dispensed at Lapworth? JS told us that circa. 4,500 item per month were dispensed. 	JS

	<ul style="list-style-type: none"> • If prescriptions are ordered online, do those patients still need a paper copy as well each time? CB answered that unfortunately yes as it was a system issue that the Surgery were unable change. • Are we aware of any stockpiling of medication and how do we prevent this? CB said that she doesn't think this is an issue for Lapworth. • What are the experiences of Patients who have to get their prescriptions at Dorridge or Knowle Pharmacies? CS thought that Dorridge was still poor and disorganised, but slightly better than it had been. CB commented that some of their patients who had previously used Dorridge had now switched to Tesco. • DJ reported that there was focus on the new GP Contract and highlighted that although PPGs were not now a contractual requirement, patient engagement was. Lapworth Surgery were running the best practice PPG model and he thanked the Surgery Team for allowing us to do that. 	<p>CB</p> <p>CB</p> <p>CS</p> <p>DJ</p>
5.	<ul style="list-style-type: none"> • JB confirmed that the main Flu Clinic was on track to be delivered on Saturday 5 October, with other clinics in the week • JS reported that Lapworth had bid to deliver the COVID Booster Jabs and that he was reasonably confident that they would be successful. Due to the complexity of preparing the vaccinations, these clinics would be run in the week and would enable the Surgery to give the COVID and Flu jabs at the same time. As yet, it was undetermined who would be eligible for a COVID jab. • JB reported that COVID jabs for housebound patients would be administered in October by a Paramedic. • CB raised that there were a lot of prescriptions being ordered and then not collected. This is frustrating and costly for the Surgery as they are not paid for this work – they can only claim their dispensing fee when a Patient has collected their medication. She asked that the PPG raise awareness of this with their fellow patients. • CB also announced that the Surgery would no longer prescribe over the counter medications as it was not commercially viable. The PPG supported this. • CB was pleased to report that patients were generally waiting 1 week or less for a routine appointment 	<p>JB</p> <p>JS</p> <p>JB</p> <p>CB</p> <p>CB</p> <p>CB</p>
6.	JB reported that although the Surgery would still be open to patients until 6.30pm, the telephone lines were diverting to the emergency line from 6pm	JB

	onwards. This was to give staff sufficient time to shut down the Surgery and leave work on time.	
7.	<ul style="list-style-type: none"> • HD sought clarification on ordering blood pressure monitors, as she had received patient feedback that a Clinical Pharmacist had told them to collect one from the Surgery, but the Receptionist had told them that they had to ask for the Doctor's permission. JB speculated that this was an error on the Receptionist's behalf and that they would be briefed that they could give out blood pressure monitors without seeking Doctor's permission. • The same patient had also told HD that they could only enter 1 blood pressure reading on the questionnaire. HD had also had the same problem, so had kept a log of her own written readings and shared them with the Clinical Pharmacist. CB agreed that this was the correct thing to do and that she would raise concerns regarding the questionnaire and text messages at her next PCN meeting. • YW wanted to pass on congratulations from patients on an automated email that JS had sent out and also thanks from a patient that had received their PSA results within a day. • CS requested that the Surgery display a flyer advertising the Memory Café being held at Dorridge Methodist Church. CB agreed to this and said she would also pass it on to the Social Prescriber. • KR mentioned that the Scarecrow Festival was being held on Saturday 7 September that it would be a good opportunity for us to publicise the PPG. • DJ suggested that HD be reimbursed for printing costs (paper and printer cartridges) for the production of NHS App packs which are proving so successful. This was endorsed by the rest of the PPG. HD to approach Clive Whereat (Treasurer) 	<p>HD & JB</p> <p>HD & CB</p> <p>YW</p> <p>CS</p> <p>KR</p> <p>DJ</p>
8.	Meeting Close - next meeting will be held on Wednesday 16 October 2024, 5.30pm, Lapworth Surgery	HD