

# Lapworth Patient Participation Group

## Minutes of meeting held Thursday 29 June 2023, 5.40pm, Lapworth Surgery

**Attendees:** Heather Day – Chair (HD); David Johnson – Deputy Chair (DJ); Dr. Caron Bates (CB), Dr. James Sutton (JS), Julie Briney - Practice Manager (JB); Lizza Baines (LB); Chris Jacobs (CJ); Arthur Prescott (AP); Kate Ray (KR); Chris Sallnow (CS); Lawrence Thomas (LT).

**Apologies:** Yvonne Wade (YW)

### Agenda:

No.	Item	Lead
1.	Apologies	HD
2.	Welcome Lawrence Thomas as new PPG member and introduction to the team members	HD
3.	Matters arising from minutes of March 23 a) Has the PPG banner been used at any functions? b) Need for another face-to-face member – progress? c) Code of conduct in place d) Induction Plan in place e) Affiliation Certification update	KR HD HD HD & CS JB
4.	Update from David Johnson on South Warwickshire Patient Engagement (SWPE) update on position and minutes	HD & DJ
5.	Collection and sharing of data of PPG members	HD & CS
6.	Patient Experience Form feedback - PPG to split into 2s or 3s to look at a specific question. Choose 6 highlights and any issues / suggestions that can be actioned. Each small group feedback to the whole PPG.  Summarise and agree dates / personnel to action any suggestions.	HD
7.	Update from Doctors	CB & JS
8.	Update from Julie Briney – Practice Manager	JB
9.	Update from Chair regarding Arden PCN PPG meetings	HD
10.	AOB	PPG

### Minutes of Meeting

No.	Item	Lead
1.	Apologies received from YW	HD

2.	The PPG welcomed LT, who had previously been a member of the Virtual PPG.	PPG
3.	<p>a) KR reported that banner had not been used at any further functions since the last school disco. Although the banner is currently with KR, she stressed that it belonged to the PPG and anyone who had a good idea for a local event to put it up should take it. KR asked the CB if we could put the banner in the Reception of the Surgery for a while and CB agreed.</p> <p>a) LT has now joined the PPG, but we do have another space for member</p> <p>b) Code of Conduct available for the PPG to take away as now adopted.</p> <p>c) Induction Plan available for the PPG to take away ,as now adopted. HD thanked CS for his work with her on this. They had used it to induct LT to the PPG over a coffee. LT commented that it had worked well</p> <p>d) JB confirmed that she had chased for an up to date affiliation certificate, but had yet to receive it</p>	<p>KR</p> <p>HD</p> <p>HD</p> <p>HD</p> <p>JB</p>
4.	<p>DJ announced that he had stepped down as Chair and withdrawn from SWPE and will be replaced by HD as the representative for Lapworth PPG for the time being.</p> <p>The new Chair will be Christine Strangwood, who was Deputy Chair . DJ commented that he thought that she was a good choice and wanted to express his confidence in her as the new Chair.</p> <p>Due to a miscommunication, no one from Lapworth PPG had attended the May meeting.</p> <p>The major issue for SWPE was still Primary Care Network (PCN) engagement. Our PCN (Arden) contains 7 Doctors' Surgeries and there are 7 PCNs across Warwickshire. DJ commented that there seemed to be a considerable difference in the level of engagement and communication between PPGs and their surgeries. It does seem that some GPs do not value their PPG and put minimum effort into supporting them.</p> <p>Devising the strategy for how these groups work together will be an ongoing project, but it wasn't happening as quickly as hoped. The next PCN meeting will be in July and attended by HD.</p> <p>There had been no joint PPG meetings recently – the last one had been cancelled and as Louise (former PCN Manager) had left, they seem to be on hold indefinitely. CB reported that a new PCN Manager, Ben Evans had been appointed and the Surgery were more positive about this.</p>	<p>DJ</p> <p>HD</p>

5.	<p>HD &amp; CS had come up with a form for the PPG members to share telephone numbers and email addresses. HD said that contact details would be stored in a password protected spreadsheet.</p> <p>HD also tabled whether the PPG members wanted to share their contact details on a poster on the Surgery Notice Board. It was agreed that each member would allow their email address to be published on the Notice Board.</p>	HD
6.	<p>The PPG had received 28 completed Patient Experience Forms, which had been collated by HD. The PPG was split into 3 groups to reflect on these 4 themes:</p> <p><b>(i) Appointments</b></p> <p>Very positive feedback – ‘We’re very lucky with appointments,’ ‘like personal touch from Reception’</p> <p>A couple of negative comments – Queue on phone, recorded message too long, ‘Is it getting harder by phone?’</p> <p>There were no suggestions for improvement</p> <p><b>(ii) Waiting Room</b></p> <p>Mainly positive feedback – ‘Excellent,’ ‘Comfortable &amp; Hygienic’</p> <p>Some of the negative feedback was about notices on the Notice Board and TV being out of date. HD raised that the Data Protection Certificate was out of date. JB confirmed that she had requested the new up to date version.</p> <p>Items for exploration were:</p> <ul style="list-style-type: none"> <li>• Could we have the magazine and toys back? CB countered that following the heightened awareness of disease control, these would not be returning</li> <li>• Could we have pictures of all of the staff on the Notice Board? It was spooky that some were missing and silhouettes were used - JB responded that they had asked all staff if they’d like to have their photo on the Notice Board, but some had refused and that the Surgery were unable to make this mandatory</li> <li>• Could the staff wear name badges? CB confirmed that this shouldn’t be a problem and that they would look to re-introduce this.</li> <li>• Seating in front of the Notice Boards meant that when the Waiting Room was busy, you couldn’t read the notices. The PPG suggested there could be less notices and that they could be made bigger so that they could be read at distance.</li> <li>• JB agreed to slow down the slides on the TV screen to give patients longer to read them</li> </ul>	HD

	<p><b>(iii) Prescriptions</b></p> <p>Very positive feedback – ‘Quick,’ ‘Efficient,’ ‘Helpful, pleasant team’</p> <p>Some negative feedback on parking (although positive feedback received on this too!), busyness of reception area and that sometimes it’s difficult to make eye contact / get the attention of Reception Staff.</p> <p>Items for exploration were:</p> <ul style="list-style-type: none"> <li>• Could the Dispenser dispense direct? JS said that they preferred not to do that, as there was evidence (not from Lapworth) that Dispensers were more prone to error when distracted</li> <li>• ‘I sometimes don’t know which window to queue at.’ The Surgery Team confirmed that they had also been discussing this and that they were going to block off the second window and only use one.</li> <li>• Could we have a sign asking people not to use the car park for dog walking during surgery hours? CB thought this was a good idea. JB said that if they do spot someone parking and not using the surgery, a note was put a note on their car</li> </ul> <p><b>(iv) Follow / Test Results</b></p> <p>Feedback was extremely positive, many saying that it was very prompt.</p> <p>Items for exploration were:</p> <ul style="list-style-type: none"> <li>• ‘Should we assume that our test results are normal if we don’t hear back?’ CB confirmed that a Doctor would always be in touch if there was a problem with a test result. JS expanded that it was always a good idea to ring for the result, in case a communication error had taken place. However, they would take this feedback on board when discussing tests / test results with patients</li> </ul>	
7.	<p>The Surgery has reached the capacity at 3,000 patients and any increase to this may affect the level of service that is available. Unfortunately, the Surgery are unable to close the list.</p> <p>GPs had undertaken joint injection training, meaning that there were more appointments now available for this. Lucy the Physiotherapist can also deliver these.</p> <p>A temporary Dispenser has been employed on a Friday afternoon to allow our permanent Dispenser time to work on other projects for the Surgery.</p> <p>A date had been provisionally booked for a Saturday Flu Clinic at the end of September, subject to the availability of the vaccine. As there is more support from PCN staff this year, there may only be need for one weekend clinic.</p>	<p>CB</p> <p>JS</p> <p>CB</p> <p>JS</p>

	<p>Only over 65's or those on an 'At Risk' register will be getting an NHS flu vaccine this year. It was as yet unclear who would be eligible for a COVID booster.</p> <p>LT enquired about the Lung Cancer Campaign that had been in the media. JS replied that he had also read about this, but there had been no formal communication to GPs on this yet.</p> <p>CB updated that the PCN were still in negotiation with the Alcester Surgery regarding setting up the hub there, but some of the pressure on Lapworth infrastructure had been lifted with some of the PCN staff working from home.</p> <p>CB understood that there had been less requirement in Lapworth for the Social Prescriber supplied by the PCN, but after speaking with the new PCN Manager Ben, he had given them some more ideas about how they may be able to help. A project that a Social Prescriber had helped to set up was growing vegetables for people with depression and how they had been donated to a Food Bank. CB would like to engage with the Social Prescriber to do something within the local community of Lapworth and Rowington.</p>	<p>JB</p> <p>JS</p> <p>CB</p> <p>CB</p>
8.	<p>The shelves behind Reception are now empty, as all Patient Notes had been removed from site to be digitised. Notes are still available, but JB wanted to warn that requests for Notes may take a bit longer until the digitisation had been completed, which could take up to 12 months.</p> <p>HD raised that the website was very out of date. JB requested the help of the PPG to report out of date items, as this is quite time consuming, within a very busy role. JB will then get them updated or removed. There is a worry that if the website is not kept up to date, then patients will stop making use of it.</p>	<p>JB</p> <p>HD</p>
9.	<p>The PPG wanted to express thanks to Derek Bush from Packwood, who had helped to put the Parish Magazine together at short notice whilst the current Editor was in hospital.</p> <p>In early Autumn, HD wanted to arrange for the PPG staff to meet the Surgery Staff – maybe one lunch time?</p> <p>AP wanted to communicate that there was now another Defib installed in Lapworth, outside of Lapworth Community Church on Station Lane.</p>	<p>PPG</p> <p>HD</p>

**Meeting Close - next meeting will be held on Wednesday 22nd November 2023, 5.30pm, Lapworth Surgery**