

Lapworth Patient Participation Group

Minutes of meeting held Wednesday 16 October 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); Arthur Prescott (AP); Kate Ray (KR); Chris Sallnow (CS); Anne Sterry (AS); Lawrence Thomas (LT).

Observer Suzi Springfield

Apologies: Alex Boyce (AB); Yvonne Wade (YW)

Agenda:

No.	Item	Lead
1.	Apologies	HD
2.	Matters arising from minutes of June 24 (All of these will be covered in Chair's report and Practice Manager's report): a) Car park sign – Patients only Monday to Friday? b) NHS Packs for patients c) Update re Tanworth in Arden Surgery PPG d) Flu / Covid Clinic Appraisal e) Arden PCN Project	JB HD HD All HD & All
3.	GP Patient Survey – results, explanations and discussion	All
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: TBC when new Training dates for 2025 advised	HD

Minutes of Meeting

No.	Item	Lead
1.	Apologies received from AB and YW. The PPG welcomed Suzi Springfield, who attended this meeting as an Observer and join the PPG in the future	HD & PPG
2.	All of these will be covered in Chair's report and Practice Manager's report	HD
3.	<ul style="list-style-type: none">JS reported that this year's results were not comparable to previous year's results as the questions were either different or phrased differently.	JS PPG

	<ul style="list-style-type: none"> PPG thanked the Doctors, Practice Manager and all of the Surgery team, for the good scores received again this year. 	
4.	<p>Car park sign – not discussed</p> <p>NHS Packs for patients</p> <ul style="list-style-type: none"> Some more given away. HD reported that it was encouraging that the App was working well. PPG member reported that there seemed to be some confusion about when to use the Website and when to use the App. JB commented that she thought that it was because you could previously book appointments via old Patient Access. The NHS strategy now was to guide patients for appointments directly to the NHS App. <p>Update re Tanworth in Arden Surgery PPG</p> <ul style="list-style-type: none"> HD reported that contact had been made with the Chair of Tanworth PPG. He will not be joining the PCN meetings, but has nominated a Deputy who will participate. Arrow Surgery currently has no Chair and they may choose not to have a PPG <p>Flu / Covid Clinic Appraisal</p> <ul style="list-style-type: none"> PPG acknowledged that the majority of patients seemed happy when they received their vaccinations. The surgery saw 550 patients on the day. No shows were no worse than any other year. 93% of the eligible cohort had had their flu vaccination at the Surgery. Most of the patients who missed out on the COVID vaccination due to low stock, have been booked in to future clinics. 5 clinics had been fully booked by the end of the day. This was a great service. The clinics have been prompt and efficient. <p>Arden PCN Project- Digital Survey</p> <ul style="list-style-type: none"> HD commented that she was very proud of what the Surgery and PPG had achieved in getting the surveys completed. The PPG thanked HD for her effort on the day of the vaccinations and the Digital Survey. HD suggested that we could still collect more survey responses if any of the PPG members could attend the Surgery during opening time. HD explained there had been problems organising the Survey due to poor communication with the PCN Manager. 	<p>None</p> <p>HD</p> <p>PPG & JB</p> <p>HD</p> <p>PPG</p> <p>JB</p> <p>HD</p> <p>PPG</p> <p>HD</p>

	<ul style="list-style-type: none"> HD thanked Kate Ray for obtaining a large amount of survey forms for our PPG via her employer, with their agreement. 	
5.	<ul style="list-style-type: none"> JS and CB wanted to communicate the Surgery's participation in the ongoing Collective Action and what this might mean for patients: <ul style="list-style-type: none"> The Surgery was participating in the Collective Action due to the poor annual increase of 1.4 % the government had given them to run the practice The Practice needs to be more business like in order to remain viable for the future and consider the implications of underpayments for procedures undertaken at the surgery. HD questioned whether we should maintain our membership of National Association of Patient Participation (NAPP) in light of the financial pressure the Practice is under. CB confirmed that she was happy for our membership to continue. CB reported that Emily (Dispenser) is now back from Maternity Leave 	<p>JS and CB</p> <p>CB</p>
6.	<ul style="list-style-type: none"> JB told the PPG that Federation Digital Champions had been recruited and that one of them would be coming to see her. She will feedback to HD on the outcome of the meeting. HD reported that on the day of the vaccinations and that on an occasion recently when she had attended the Surgery, that the screen in Reception was off and that it was a shame because it displayed useful information for patients. Other members of the PPG agreed that this had also been observed. JB responded to say that she would remind the Receptionists to turn on the screen. 	<p>JB</p> <p>HD & JB</p>
7.	<ul style="list-style-type: none"> PPG member requested that a flyer could be put on the Notice Board advertising a regular Dementia coffee morning at Langley School – this was approved. HD requested that a flyer regarding the Practice Nurses in Need Charity could be put on the Notice Board – this was approved PPG asked what the closing dates for the Surgery would be over the Christmas period. JS confirmed that the only closures would be Christmas Day and Boxing Day. HD would put this in the newsletter. HD asked that the PPG members think about the achievements of the PPG in the last 4 or 5 years in preparation for the next meeting and if there should be a CQC visit. 	<p>PPG & JB</p> <p>HD & JB</p> <p>PPG & JS</p> <p>HD</p>
8.	Meeting Close - TBC when new Training dates for 2025 advised	HD & JB

