

Minutes of Patient Participation Group Meeting (PPG)

Monday 13 May 2024

2pm in the Learning Loft at Library House Surgery (LHS)

<p>Present: Barry Culpin PPG Volunteer Viv Culshaw PPG Volunteer Ros Millington PPG Volunteer Tony McSpirit PPG Volunteer Christine Jones, PPG Volunteer Jeannie Stirling, PPG Volunteer Alison McCrudden, Patient Experience and Involvement Lead, Lancashire Teaching Hospitals Craig Lee, Practice Business Manager LHS Patricia Barrow, Assistant Manager LHS</p>	<p>Guest: Jeremy Scholey, Lancashire & Cumbria Integrated Care Board</p>
<p>Apologies: Dr Tipper,</p>	
<p>Chair: Ros Millington PPG Volunteer. Minutes: Patricia Barrow</p>	<p align="center">ACTION</p>
<p>1. <u>Welcome and Apologies</u> Ros Millington opened the meeting and welcomed everyone.</p>	
<p>2. <u>Minutes of previous meeting and Matters Arising</u> Members stated that the minutes of the meeting on 08/04/24 were a true reflection of the last meeting.</p>	
<p>3. <u>Feedback from surgery patients and surveys</u> Craig produced a graph report regarding our patients' usage of the NHS App which reported the following areas:</p> <ul style="list-style-type: none"> ▪ Appointments booked ▪ Appointments cancelled ▪ Repeat prescriptions ordered ▪ Medical records viewed <p>It was noted that in particular, the number of patients viewing their medical records had increased in the last 4 months. This is positive news. We discussed how patients using the NHS App being able to view and print information from their medical record is very helpful to us as it enables patients to download and print information themselves or identify a particular letter of part of the record they require to ask us to print, rather than a copy of their full records, which can be time consuming, expensive and unkind to the environment.</p> <p>Ros Millington asked if information could be added to our website and to the TV information screens in reception to increase awareness of the NHS App and the options within it.</p> <p>As we are receiving a high number of requests for copies of medical records from patients who require information from</p>	

their medical record to assist them in completing forms, for example, DWP forms. Cheryl Winstanley has contacted the Local Citizen's Advice Bureau in Chorley to inform them that the DWP does not necessarily require full medical record for certain claims, such as PIP Claims.

4. Surgery News and Updates.

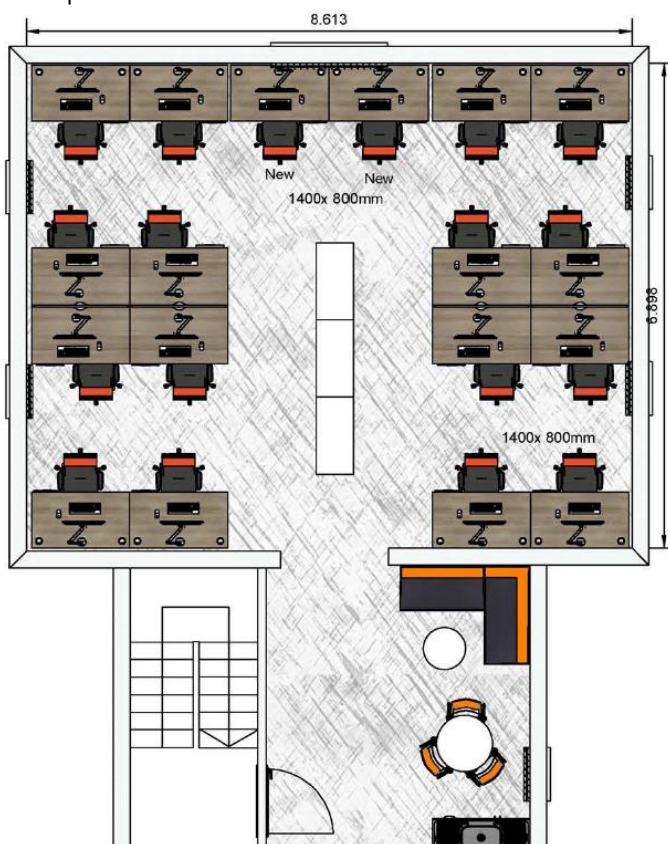
Craig

Recruitment:

Following advertising for an additional Advanced Nurse Practitioner, Craig confirmed we have made an offer to one of the candidates, who will be working full time, Monday to Friday. We hope to be able to give an update on this at the next meeting.

An additional feature has been added to the phone system. Patients who have pressed the call back option on the phones now receive a text whilst they are waiting to update them of what position they are in the queue. Patients have reported that this is helpful.

On Saturday & Sunday 15/16th June the back office is being re-configured to increase the number of desks in there. This is the floor plan.



<p>5. <u>Communication</u></p> <p>We have been continuing to promote useful information on Facebook for our patients, e.g.</p> <ul style="list-style-type: none"> • The ability to book on the day appointments from 7am via the NHS App. A proportion of our on the day 'acute' appointments are available online from 7am and still available on the telephone from 8am for our patients who do not use the NHS App. • We have posted information explaining what a 'EFI' (Electronic Frailty Index) score is. As part of the new GP Quality Contract we are required, by the ICB, to code over 50's record with an EFI score which helps identify potentially frail patients, who are then reviewed and offered appropriate support and guidance. There is a message on our website and Facebook explaining this to patients. If patients are unhappy about this policy, they should be directed to the Lancashire and South Cumbria Integrated Care Board, Patient Experience Team on: iscicb-fw.patientexperience@nhs.net or call 0300 373 3550 • Mental Health Awareness Week' is this week 13-19 June. • Promotion of the NHS App in general. 	
<p>6. Update from outside agencies</p> <p>We welcomed our visitor Jeremy Scholey from Lancashire & Cumbria Integrated Care Board.</p> <p>Jeremy kindly advised the group about the role of the ICB and provided an excellent overview and shared the ICB's vision going forward. Link below to their website. https://www.lancashireandsouthcumbria.icb.nhs.uk/</p>	
<p>7. New Agenda Items</p> <p>7.1 Barry – PPG Minutes on Website</p> <p>We discussed posting the minutes on the surgery website, and confirmed they will be posted on the website once finalised and approved by Ros.</p>	
<p>8. Any other business</p> <p>Alison kindly informed the group of some useful courses which may be of benefit to the surgery staff. The next one 'Deaf Culture and Basic BSL' is being held on Monday 15th July 9-10am. Cheryl will advise Alison of any staff attending and will forward their email addresses to Alison so she can send the link to join the course.</p> <p>Alison also spoke about the Carers Forum. This is run jointly by Lancashire Teaching Hospitals, Lancashire County Council, N-Compass and the Lancashire Carers Service and is accessible by any carer of any age.</p> <p>Alison will send a poster for us to display in the surgery.</p>	<p>CWi</p> <p>CLe, to print in colour & display</p>
<p>**END**</p> <p>Date of Next Meeting 10th June 2024 at 2pm in the Learning Loft.</p>	