

Linden Medical Group (LMG)
Patient Participation Group
Minutes Wednesday 28th February 2024

Present: SJS (GP Partner), CM (Practice Manager), AM (Nurse Manager), NG (Chair) and members JI, JW, AN and JK.

Apologies: PH, JL, JS, VC, Well Pharmacy

Action points are in ***bold/italics***.

Welcome

NG thanked everyone for coming.

Practice Updates

CM provided an update of what has happened within the practice since the last meeting (23rd October 2023). These included the following:

- The Flu and Covid campaign was very successful with a total of 5492 Flu vaccinations and 3157 Covid vaccinations given.
- The new telephone system should be installed by April/May time, no definite date at the moment. It should offer new facilities such as the “callback” facility, but more details will be known nearer the time.
- Recruitment is still an issue for the practice, currently requiring one full time salaried GP or two part time salaried GPs.

Well Pharmacy

Well had been invited to attend today’s meeting but were unable to send a representative. They are happy for any issues raised at today’s meeting to be forwarded to them after the meeting.

Items Raised

A member raised an issue she had with an acute prescription being sent to her nominated Pharmacy (Well) late on a Friday, she had arrived at the chemist at 5pm to find it closing early. She had to ask for the paper prescription so she could take it to a different pharmacy. Dr S said it was planned to discuss this issue further at the next Partner’s meeting, to decide if it would be better to issue all acute prescriptions as “un-nominated”, so the patient could then decide which pharmacy to take it to, this may also alleviate the problems of pharmacy supply issues. ***Update at the next meeting.***

Dr S said that on the NHS App prescriptions and their barcodes are viewable.

Dr S said that there is also a new service called Pharmacy First, where 7 minor conditions can be dealt with by the Pharmacy, but there are conditions attached ie patient

age etc. Most pharmacies are participating, and they should be displaying the information for patients.

A member said she had recently had a medication review done by a pharmacist at the practice and felt this was a really good service.

Patient Feedback and Complaints

According to the Family & Friends test 91.2% of patients rated the practice as “good” or “very good”.

There had been 21 complaints received since the last meeting: 9 were concerning clinical treatment/consultations, 2 were concerning prescription issues, 6 were concerning appointment availability and 4 were about communication issues.

There had been 16 compliments received since the last meeting: 7 were about GPs, 6 about nurses and 3 about receptionists.

Since the last meeting the DNA figures were as below:

October 23 = 180

November 23 = 198

December 23 = 171

January 24 = 144

Any Other Business

A member asked why a clinician at Prospect was unable to view her results during her appointment, ***CM will look into this after the meeting.***

Next PPG Meeting Date

Next meeting date will be Wednesday 15th May at 11.30am.

CM and NG thanked everyone for coming.