

Linden Medical Group (LMG)

Patient Participation Group

Minutes Wednesday 5th February 2025

Present: NG(Chair), JW, JI, PH, Dr MS, CM (Practice Manager), DJ (minute taker)

Apologies: JK, JS, JL

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

Welcome/Introductions:

NG thanked everyone for attending and gave apologies.

Practice Update:

CM provided an update from the practice since the last meeting:

- The practice has had no recent staffing changes, although has had a high level of staff sickness and are still trying to catch up from this.
- The Flu programme is ending in March, the practice has achieved 78% of the Over 65 age group, and 41.9% of the Under 65s.
- The RSV programme is still running and is going well.
- The national screening programmes for Breast, Bowel and AAA screening notify the practice of any patients who do not attend or participate. The practice has trialled sending a message to those patients who DNA, saying that the GPs at the practice support these programmes, and supplying contact details should the patient change their mind. The numbers of our patients participating in all three programmes have improved since the messaging began, so the practice will continue to do this.
- Later this month a Domestic Abuse Clinic will be held at the practice, with a support worker coming to the practice.

Patient Feedback and Complaints:

Since the last meeting the DNA figures were as below:

September = 141

October = 238

November = 178

December 172
January 191

Complaints (since last meeting Sept 24)

Total = 22

(Admin = 2, Staff attitude = 2, prescription issues = 2, clinical treatment = 11, communication = 1 and appointment availability = 4).

Compliments (since last meeting Sept 24)

Total = 13

(GPs = 4, receptionists = 4, CCT team = 3, nurses = 2).

AOB:

Member JI said that he had received a text message asking about consent to share information and wondered if KGH could see his GP information. Dr MS explained that if consent is given by a patient, then other services could see his summary care record, but not his whole GP record (i.e. Out of Hours, Corby Urgent Care, NHFT) but not KGH as they are on a different system.

He also asked whether the new telephone system was working as we had hoped, and Dr MS said the practice is very happy with it. The patient callback system works well.

Member PH said that she is very happy with the AccuRx system and feels it works well but had recently used it and a prescription had been issued to her usual pharmacy, but her usual pharmacy was closed over the weekend and she was unable to access it until Monday. She wondered whether a question could be added to AccuRx asking whether a prescription should be sent to the patient's usual pharmacy or an alternative?

CM will look into this and update at the next meeting.

Member JW asked if the practice would be doing any promotional work regarding skin cancer as summer approaches; ***CM will look into this and update at the next meeting.***

Dwindling member numbers were discussed, the practice have added more information to the Facebook page, NG will also email current PPG members who have not attended/responded recently.

Next meeting: Thursday 1st May at 11:30am (rescheduled to 23rd October 2025)