

Linden Medical Group (LMG)

Patient Participation Group

Minutes Wednesday 4th September 2024

Present: NG, JI, JQ, JK, JS, JL, NN (Pharmacy Services), CM (Practice Manager), JLG (Reception Manager), DJ (minute taker)

Apologies: AW, Well Pharmacy

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

Welcome/Introductions:

NG thanked everyone for attending, and welcomed NN, from Pharmacy Services.

Pharmacy First Presentation, NN:

Summary:

This is an optional service for pharmacies to provide, but 95% have signed up. It consists of 3 parts –

1. Minor illness consultations - (can be electronically referred by GP, NHS 111 service, 999 or A&E if have one of seven conditions and fall within age range). Advice will be provided, and medication provided if needed, GP is informed so records can be updated. The seven conditions are sinusitis (over 12yrs), sore throat (over 5 years), acute otitis media (1-17yrs), infected insect bite (over 1yr), impetigo (over 1yr), shingles (over 18yrs), uncomplicated UTI (women 16-64yrs). Patients can self-refer if they have symptoms of one of the seven conditions and fall within the age range.
2. Supply of urgent medicines and appliances – patients **MUST** be electronically referred by NHS 111, 999 or A&E – GP practices cannot refer for this service. The Pharmacist will then consult via phone or F2F, if eligible will issue an emergency supply of medication, if not eligible or medication not in stock, will organise support from another healthcare professional. GP will be informed so records can be updated.
3. Clinical pathway consultations – If patients self-refer – they may be seen by another trained member of staff first who will triage to see if symptoms fit one of the seven conditions and then refer on to the Pharmacist if appropriate.

Practice Update:

CM provided an update from the practice since the last meeting on 15th May.

- A new telephone system has been installed – member JI asked whether it displayed caller ID when calling patients as he has a call blocking system at home. ***JLG will look into this and let him know.***
- A new salaried GP has been appointed; Dr PD joined us on 5th August and will be doing 7 clinics per week.
- Appointments triage system – with the appointment of Dr PD the waiting times for appointments have already reduced, with amber appointments being offered within 1-2 weeks and green being 2-4 weeks.
- CQC Inspection – the practice has been given notice that we will have our next CQC inspection shortly, this starts on 9th September when they access our systems remotely, have meetings over Teams with different members of staff, and then we have a physical visit from them on Monday 16th September.

Patient Feedback and Complaints:

Since the last meeting the DNA figures were as below:

June = 130

July = 167

August = 111

Complaints since last meeting = 20

Complaints (since last meeting May 24)

Total = 20

Appointment availability = 3

Clinical Treatment = 9

Communication = 3

Administration = 1

Staff attitude – 1

Prescription issues = 3

Compliments (since last meeting May 24)

Total = 3

Nurses = 1

Receptionists = 1

Items raised:

1. NHFT invite letter – NHFT have sent an invitation to PPG members who would like to join the Adult Pathway Patient Experience group at NHFT. ***DJ to email a copy of the letter to members.***
2. JK asked how a patient could make a complaint to the practice. CM explained the complaints procedure, and that complaints could be made in person, over the telephone or in writing.

3. Member JK asked how patients can get their medication if there is a shortage or the pharmacy is unable to supply it. It was one particular medication that there is a national shortage of, and because it was on a prescription along with other monthly medication she had been unable to source from another pharmacy. CM explained that a separate prescription for that item can be done if requested separately by the patient, then they were free to source from other pharmacies if needed.
4. Member JK asked how patients know if they are being seen by a Physician's Associate in place of a doctor or nurse. CM explained that we do not have any Physician's Associate at the practice. We do have Registrars, who are qualified doctors training to be GPs.
5. Patients arriving late for an appointment – if arriving up to ten minutes late then the patient will be seen, if more than ten minutes late the patient will be asked to rearrange the appointment.
6. Promotion by NG of other services – Milk and You is a service that provides infant feeding support for mums. It is a drop-in service run by volunteers at the Children's Centre in Montagu Street. Shared Life Service is part of the Adult Fostering Service; NG will provide leaflets which CM is happy for the practice to promote.

AOB:

Member JW asked what the criteria is for patients wanting a shingles vaccine. ***JLG will find out after the meeting and let her know.***

Member JK asked how the practice recorded if someone could not have a Covid vaccination. ***JLG will find out the correct procedure and let her know.***

Next PPG meeting date: Wednesday 4th December 2024 at 11.30am (Rescheduled to 5th February 2025).

CM and NG thanked everyone for attending.