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# Lambgates Patient Participation Group

Wednesday 5th April 2023

14:00-15:00pm

Attendees: Dr D Gilliland- GP, Sharon Snape (PM), Eleanor Thornalley (DM), AB (Patient & Resident of Hadfield), EB (Patient & Resident of Hadfield), CG (Patient & Resident of Hadfield)

Apologies: SG, MH

# Agenda Items:

1. **Surgery Update**

* We are pleased to inform you that Dr Charlotte Trail will be joining the practice as a salaried GP from the 1st of April 2023. Dr Trail completed her final year of GP training with us so you may have already seen her around the practice. She is a great addition to our team. Dr Trail has a special interest in Gynecology and holds a gynecology clinic at Lambgates on a Monday afternoons.
* **QOF achievement 559/561** – QOF, Quality outcomes framework is a set of clinical and public health related indications which sets targets for the practice to achieve throughout the fiscal year. It promotes best practice and quality of care. We are extremely proud of ourselves with the results that we have achieved this year. The 2 points that were not achieved were both within the Child Vaccination and Immunisation indicator- unfortunately we couldn’t achieve these points due to anti-vaccinators. We as a practice hope to start the new QOF year with the same mindset and aspirations to achieve the best results possible for ourselves and our patients. The income received from QOF targets that are met is used to improve equipment and services in and around the practice, staff salaries and allows for additional recruitment.
* Lambgates have made some **improvements to access** by introducing the use of a new self-booking facility via our text messaging service, Accurx, which allows patients to book directly into an appropriate appointment following a text message from the practice at a time suitable and convenient for the patient. This has reduced the number of incoming calls to arrange appointments meaning that the phonelines are easier to get through to for those who require assistance/support from our reception and administration teams for other matters. Dr Gilliland expressed that the practice is aware that the use of technology can alienate the older generation or those who are not online but the practice will always remain accessible over the phone and will assist in the same way.

1. **PCN Update**

-Our PCN paramedic Scarlett is now on maternity leave awaiting the birth of her child. Glossop PCN have recruited a new Paramedic- Ben, who will share the home visiting workload with Val. Ben has both community visiting appointments and acute paramedic appointments in house at the practice, he has settled in well and is a great addition to our Glossop primary care network.

Dr Gilliland explained that we do lots of collaborative working with the practices within our Glossop PCN with the main shared focus to share best practice. We have scheduled peer reviews monthly with members from each practice to make descions on PCN related issues such as recruitment of share roles such as our in-house Mental health practitioner.

1. **Covid Vaccinations – Spring Boosters**

* Spring boosters of covid vaccinations commence in April 23. The eligibility criteria are as follows.

1. Adults aged 75 years and over, irrespective of place of residence.
2. Any resident (of any age) in a care home for older adults
3. Individuals aged 5 years and over who are immunosuppressed.

* Visits for those residents living in a care home will take place first and will commence on Friday 7th April 2023. Visits for residents who are housebound will take place week commencing 17th April by members of our Glossop Health home visiting team. There are 2 planned clinics which will be held at Simmondley Medical Centre for the rest of the eligible patients. Sunday 23rd April 10:00am-16:00pm and Saturday 23rd April 10:00-16:00pm. Patients are advise to arrange an appointment via the national booking site : <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/> . For immunosuppressed patients aged 5-11 clinic dates to follow.

1. **Extended Access Update – Based at Howard Street**

Extended Access has now been established for 6 months and the provision usage is increasing. Extended Access provides GP, ANP, HCA and Nurse appointments outside of the core GP working hours. 18:30pm-20:00pm Monday to Friday and 09:00-17:00 on Saturdays. The service has received lots of positive feedback and has been especially beneficial for those patients who work later into the evening or work shifts.

1. **GNPG – Glossop Neighborhood Patient Group meeting 09th May**

Based at Lambgates Health Centre – Lower Ground Floor meeting room. Our PPG member CG is due to attend- we hope to discuss the feedback from this meeting on the 4th of July at our next PPG meeting. The GNPG meetings are open to all patients so please do attend if you would like to.

1. **How can we promote our PPG?**

We then discussed how we would recruit more PPG members and gain a representative board of our patient population, CG suggested that the practice could send a text message out to several patients providing a brief overview of the PPG and what it is, with the facility for those interested to reply. This is something that another local practice had done to encourage patients participating in the patient group. SS/ET to look into this. CG explained that sharing case studies of the positive impact the PPG has made in the past may encourage others to join if they know what changes and improvements can be made with the power of an effective patient group.

AB and EB discussed updating the PPG notice board in reception. They highlighted that when people attend the surgery for appointments that this is a good opportunity to inform people of what the patient group is. As a group we discussed whether it may be better to have a focus for the board to encourage engagement such as ‘ What services would you like to see your practice offer? ‘ or ‘ Is there something another local practice offers that you would like your practice to offer?’ This could prompt suggestions and link in with our existing suggestion box located in the reception area. Giving both the notice board and suggestion box a focus may help the PPG streamline responses and gain relevant things to work on.

We talked about various events our PPG have done in the past with one of them being the Macmillan coffee morning in the waiting room, which ran in conjunction with the seasonal flu vaccination clinic. This was a great opportunity for patients to meet other patients and find out about the PPG, with a lot of our advertising being online, it was a great session for those patients who don’t use the internet. AB and EB were keen to do this later in the year and we all agreed this is something we could start to plan. AB said this would be a good time to give out leaflets. ET advised that we should already have a PPG leaflet which we could adapt and update ready for this. ET will share with the PPG at the next meeting.

1. **What services would you as patients like to see at Lambgates Health Centre?**

Dr Gilliland was keen to know what the PPG attendees would like to see what services they would like Lambgates to offer. Dr Gilliland and SS shared with the group what services we already do offer and the variety of health care professionals we already have access to. Dr Gilliland informed the group that Lambgates list size is increasing and the aim is for this to continue. We as a practice appreciate that this means the systems, we use will be busier but with online triage we are confident that we are seeing patients in a good time frame from their initial point of contact and we aim for this to remain.

1. **Then next PPG meeting will be held at Lambgates Health Centre, Lower Ground Floor Meeting room on the 04th of July 2023 at 2:00pm. Please sign in at reception when you arrive. We look forward to seeing you then!**