

LAMBGATES HEALTH CENTRE (LHC)

PATIENT GROUP MEETING

Tuesday 15th December 2019

In Attendance: Chris Godwin (CG) Gail Searle (GS) Keith Pickup (KP)
Sharon Snape (SS) Kate O'Sullivan (KO) Martha Pegg (MP)

Apologies: Maureen Hunter, Keith Clegg

1. Minutes + Matters Arising (5th November)

The Care Quality Commission conducted its telephone inspection in November and whilst the result has yet to be received, it is believed to be a positive one which has prompted the request for an earlier physical inspection in the hopes the practice will achieve an improvement on its previous 'Good'.

Minutes Accepted

2. Surgery Update

Dr Waddingham is the replacement FY2 Doctor for 4 months and Drs Moss + Chi Hapuarachchi are the GPST2 doctors starting in January for 6 months. We are reminded they are fully qualified doctors who are experiencing and undergoing further training in General Practice. Dr Trail is now on Maternity Leave.

The Glossopdale Primary Care Network has established Physio First Contact whereby patients with acute symptoms can now book an appointment through the surgery without the need to first see a doctor. It is expected these will soon take place at the Glossop Primary Care Centre. The PCN has secured Janice Imry formerly of The Bureau to work across all the practices as a Social Prescriber.

LHC has the second highest uptake of Flu Vaccines in Tameside + Glossop.

Online Consultations continue to increase and proving to be of benefit to

patients. The partners are keen to promote this service in the New Year with the Patient Group's assistance. It was asked for more direct contact with the doctors for the PG to understand + appreciate the benefits if it is to convincingly encourage others to partake.

3. GPNG Update

Angela Wilde informed the group of the appeal for a CT scanner for Tameside + Glossop. An appeal took place 30 years ago by a terminally ill patient to provide the first scanner. Increase demand has prompted this second appeal. There are several projects to raise £1million; one is the selling of badges for £2. LHC has a box of badges behind reception and will notify patients via facebook.

Damien Greenhalgh, the Voluntary + Community Manager at The Bureau outlined the communication and engagement strategy for the next 3 years. The GPNG expressed its support for The Bureau.

The group is looking to identify the aims of PPGs, the GPNG and the T + G Patient Network.

Dates have provisionally been decided for the 2 Wellbeing Events 2020. Once confirmed they will be publicised.

4. Suggestion Box

Only 1 suggestion received asking for prescriptions not to be automatically forwarded to chemists. The staff were aware of this case and have amended the patient's records. Prescriptions will only be forwarded to chemists if nominated by the patient.

5. Boots Pharmacy Hadfield

Concerns have been raised by anecdotal reports of patients' difficulty accessing their prescriptions. There has been a nationwide shortage of certain drugs and a recent computer malfunction at Boots hampered their service but LHC are not aware of any other problems and would need to know specific instances to be able to comment.

6. Health Related Text Messages

Text messages have been received asking patients to complete a survey. LHC confirmed it is sending this to Asthma patients over 18yrs. The results are analysed by a nurse who can assess the necessity or not for

the patient attend surgery. It is apparent who the text message sender is and there has been a good response.

7. Scanner Appeal

See GPNG Update.

8. Any Other Business

None other than for the Patient Group to offer its Best Wishes to all the Staff at Lambgates Health Centre and it looks forward to working together in 2020.

Please check future meeting dates + time, everyone is welcome.

Chris Godwin (Chair) Gail Searle (Secretary) lambgatesppg@gmail.com

Future Meeting Dates:

Tuesday 28th January 2-4pm

2020

Tuesday 10th March 2-4pm

Tuesday 21st April 2-4pm

Tuesday 2nd June 2-4pm (AGM)

