



LEATSIDE HEALTH CENTRE PATIENT GROUP

MINUTES

of the meeting held at

18:30, Thursday 20th April 2023 at Redruth Health Centre

Present:

Bob Lamberton
Ruth Major
Iain Norman
Rosemary Musgrave
Angela Pearce
Sue Solway
Carol Spencer

Practice Representatives:

Lee Collins
Jane Hawkins (Admin Manager)

Apologies:

Elaine White
Jo Craze
Mandy Norman
Maggie Harris
Tamsin Spargo

The meeting commenced at 18:35

Angela and Jane were both welcomed to the group.

The minutes were agreed to be a true reflection of the previous meeting.

The Klinik system was discussed – it was felt that improvements could be made to improve access for those with reduced digital literacy. Jane pointed out that currently most people using it successfully were of the age of 50+, and if they were not able to complete it themselves then the reception team would be more than happy to complete it for them.

A new Klink self-serve screen is available in reception.

Angela suggested that volunteers could come into the reception area to assist with people completing the Klinik kiosk. This would alleviate other pressures on the admin team. Although the screen has a filter to prevent others from viewing the screen whilst it was being completed by somebody, it was raised that volunteer assistance would be difficult from a confidentiality perspective due to the siting of the screen close to waiting patients.

Ruth raised an issue with Klinik in so much that she was completing the Klinik form and when she reached the end to submit it, the system told her that Klinik had been turned off for the day. She was disappointed that none of this data was saved anywhere and she had to go through it again over the phone. Lee wondered if logging in via a NHS login at the beginning of the Klinik form would allow saving of the form? Bob felt that this was something that should be fed back to Klinik. It was unclear as to whether there was a facility for patients to feedback their experience of directly to the Klinik team.

A question was raised asking if patients were able to phone in to make a routine appointment if the Klinik system was switched off – Jane confirmed that this was possible.

A further question was directed at Jane, asking if the Klinik Kiosk is saving time for the reception team and if receptionists would assist those who were having issues with it. Her response was that it was saving time and that a member of staff would certainly help if required. Patients are often apprehensive using something new, but as was the case with the booking-in screen at the practice, patients soon get used to the change and often prefer it.

Bob asked Jane if there was a sign by the Kiosk pointing out that help is available should they need it. Jane replied that there is not, but will put one in place.

Bob raised the issue that not all the GPs had post noms listed on the surgery website. Lee will take this back and ask for it to be amended.

Bob also raised that the agreed monthly report from Moira hadn't been received. Lee agreed to also chase this up.

Rosemary asked if there were any information on the PPG board about making a complaint. There isn't currently. Iain informed the group that they are readily accessible from reception. Jane informed the group that complaints leaflets were available from a leaflet holder on the front desk, but will place an example on the LPG notice board. Bob was quite impressed with the content of the leaflet.

Bob produced the General Practice Iceberg which he will print for the PPG board, this will help inform patients of all the 'hidden' work that goes on behind the scenes in General Practice.

Angela raised a question regarding a suggestion box. She felt it important to ensure that patients could leave positive feedback for the practice as well as complaints, especially after having a very positive experience at the practice recently. Jane confirmed that there wasn't currently a mechanism in place for this, but patients would often communicate this verbally with the reception team.

Bob did confirm that although the group had just been speaking about complaints, it was the intention of the LPG to also promote positive feedback for the practice via the LPG board also.

Iain spoke and met with Lizzy regarding the Green area fund. The planters and bench seats were in place and have already received numerous positive comments. Iain also agreed that he would help replant the top flower bed beside the pharmacy. There have been no issues with regard to them being damaged by vehicles as of yet as this was a concern initially.

Carol raised the issue with regards to confidentiality for patients in Cath's room if the window is open as the bench seats are immediately outside. There is no awareness of this being an issue at present.

Bob raised that it would be useful for the receptionists to have a list and photo of LPG members and be aware of LPG meeting dates if patients request this. Bob requested that the date of the next meeting was put on the LPG board. Bob agreed that he would organise the photos.

Bob asked about the progress of the move to the Health Centre building. Lee confirmed that the date is currently the 15th of May, and was quite unlikely to change. Jane explained that plan is to have everything available at the main building at RHC also. Bob raised concerns about patients attending the wrong building, particularly those with frailty. He suggested that the taxi companies were informed as to the changes so they are aware and can ensure patients are dropped off at the correct building. Lee confirmed that there were systems in place to ensure patients were informed of the building they needed to attend, but inevitably patients would attend the wrong building to begin with.

Angela raised the concern that capacity of the practice is likely to be outstripped by the building of hundreds of new houses in the area and wondered if the two buildings will allow capacity to be increased. Lee stated that there is possibly some headroom, but the main issue is recruitment. There are not enough GPs and GPNs to facilitate increasing capacity, and that these issues are really that of the Cornwall Council planning department and wider Cornwall Council not ensuring that local infrastructure is in place before allowing houses to be built.

Rosemary asked Jane if there were now enough staff to manage two buildings. Jane did confirm that we do now have a full compliment of admin staff and that covering the two buildings should be no problem.

Dates and times of further meetings – it was agreed that rotating days as mentioned at a previous meeting would be the best way forward and it was acknowledged that not everybody may be able to attend all meetings. The next meeting dates were agreed to be Wednesday May 24th and Tuesday June 20th. Lee suggested that moving forward ensuring that meeting dates covering the next two months would be agreed. It was difficult at this point to say where the meetings could be held as the current meeting room at RHC is to be an admin office, but this could be agreed closer to the time.

Agree areas for discussion moving forward – Bob would like to ensure that reports from Moira were a standing item on the agenda as is progress with Klinik improvements.

Lee suggested that now the LPG has been meeting for several months, and similar areas are discussed often it would be time for the LPG to look at areas that could be improved for patients' benefit. Identify these targets and put together a working group to facilitate the improvement of these points. Bob felt that to date the group had not made as much progress as he had hoped. But focusing the efforts of the group should work towards this. Bob felt that we should review the mission statement and objectives for the LPG. Also it should be ensured that any items identified by the LPG as needing improvement from the patient perspective is worked on in agreement and support by the Practice.

Rosemary felt progress certainly has been made by way of improving patients' perception of the practice. She felt that following and accepting the practice procedures works very well. Rosemary feels there is still some negative perception left from the merger and the LPG can go a long way to improving this.

Angela felt that it would be beneficial to have a wider demographic of patient represented in the LPG. Currently all issues perceived are those by the demographic represented, which are all similar. Bob suggested that a recruitment target would be made.

Bob discussed some issues that he had experienced with regards to the repeat of some medication. Angele recounted an episode in which she came in to see the prescriptions clerk and had her issue dealt with very well.

A discussion was held regarding the delivery of blood test results (DETAILS NOT INCLUDED TO RETAIN CONFIDENTIALITY).

Bob requested that an agenda item for the next meeting be added, "Objectives of the LPG". Some preparation work should be undertaken prior to the next meeting by members and objectives decided upon.

Rosemary raised the issue regarding the name of the group. She mentioned that it was agreed it would be called "Leatside Patient Group", but this name seems to have fallen out of use. It was agreed by the group that this would be the name of the group used moving forward.

Bob has found a new member that would be happy to act as Treasurer for the LPG. A brief discussion was held by the group regarding fundraising by the group for the practice. It was agreed that this could be done once a Treasurer and community bank accounts were in place.

Bob asked if the Facebook Group had been setup. It had been done so a few months earlier by Lee and is available at <https://www.facebook.com/groups/leatside.patient.group>. Lee mentioned that Michael Goodland was added as a moderator, but he has not attended any meetings for some months. Lee will make contact with him and find out if he wishes to continue to participate.

The meeting concluded at 8.10pm.

Action points:

1. **Bob** will ensure photos of LPG members are made available for use on the website
2. **Lee** will raise the lack of clinician post noms issue with Elaine
3. **Jane** will add a notice by the Klinik Kiosk informing patients that they can request help if required.
4. **Bob** will reprint the GP Iceberg and put this on the LPG notice board
5. **Iain** will produce a "Leatside Patient Group" sign for the notice board
6. **Lee** to add "Objectives of the LPG" as an ongoing agenda item
7. **Lee** will add the next meeting dates to the LPG board
8. **Lee** will add Complaints/Compliments Reports as a standing agenda item to all future meetings

Next Meeting dates:

Wednesday May 24th – 6.30pm – Place TBC

Tuesday June 20th – 6.30pm – Place TBC