

Patient Participation Group Minutes - 11th July 2024

Practice attendees:

- Dr Ellie Humby - GP Partner
- Dr Amy Wells - GP Partner
- Ewan Cameron - Practice Manager
- Freda Morgan - Deputy Practice Manager
- Clare Middleton - Health and Wellbeing Coach
- Bev Hollister - Medical Secretary (minutes)
- Amran Hussein - Somali Link Worker
- Edward Bourdeaux - work experience

Patient attendees: (list of full names attached)

- LC
- ST
- DM
- RM
- PG
- CC
- SS
- PW
- EB
- NB
- NP
- KC
- CM
- JA
- EJ
- VH
- BM
- AS
- ANH
- GRH
- FJ

Welcome & Introductions

EH welcomed everyone and introduced the practice staff present. A brief run-through of the minutes from the last meeting in September 2023 was given.

Staffing updates

- There have been changes within the reception and administration teams so that they now work as a combined team with all staff working both at front desk and upstairs, doing admin tasks such as registrations, baby check letters etc. Currently recruiting new members to keep the team fully staffed.
- Rima has joined the medical secretarial team while Susie is on maternity leave. The team remains fully staffed at three.
- Soumeya Dufour has been here for some time now in her role as Physician Associate. She is very experienced clinically and is mentored by a GP when she does clinics.
- Dr Matthew Barber is enjoying his retirement. We now have three new GP's, Dr Kirsty Brownlie, Dr Lizzie Gannon and Dr Jenny Devereux, who are settling in well and bringing new skills to the clinical team.
- The nursing team remains stable.

Potential pharmacy closure

Dr Jack Ogden had asked EH to mention the following. The pharmacy at LHHC was previously under Lloyds but has been taken over by Easton Day & Night. They have plans to close the premises at LHHC and move to Church Road, Redfield. It was overwhelmingly felt by both staff and patients that this was of concern and would be detrimental to the practice and its patients. The pharmacy owner needs to apply to the local NHS to move the licence from one premises to another. EC suggested to patients that they would need to write with their objections to NHS England and also their local MP (Kerry McCarthy for Bristol East or Carla Denyer for Bristol Central). EC will keep updated of the situation and inform patients when it is appropriate for them to voice their concerns.

Continuation of Care

AW outlined her project for improved continuation of care. Frequently attending patients will be allocated the GP they see most often, enabling the patient to be able to book with them more easily for routine appointments. This benefits both patients and clinicians by building a good relationship, also avoids the need for the patient having to repeat their history each time to a different clinician.

Waiting Room Improvements

AW passed around questionnaires for the attendees to suggest things that they currently like about the waiting area and ways in which it could be improved. It is appreciated that it can be intimidating and worrying for patients awaiting their appointment and a more welcoming and relaxing waiting area will be beneficial.

Friends and Family Survey

Friends & family surveys were also passed around for attendees to give their thoughts on the Practice.

Appointments System

FM talked about the appointments system. On average we receive just under 1000 phone calls per week with 8-10 a.m. being the busiest time. The average waiting time for a call to be answered last week was 20 minutes, with the longest wait being one hour on a Monday morning, but only five minutes on Friday.

There were several queries from patients as to the best way to contact the practice. They were advised that eConsult via the website is quick and easy; it is most successful when the patient gives as much information as possible. Requests are triaged each day by the Duty Doctor and there is a cut-off limit each day. Alternatively, patients can attend in person or ring the practice to give their details to the receptionist who will place the details for GP triage.

Concern was raised from one patient that if she attends in person, she doesn't want to give her personal information to the receptionist as there can be other patients standing nearby who might overhear. She was reassured that all patients can ask the receptionist to move somewhere more private/quiet, however it is helpful to give the receptionist as much information as possible in order that the matter can be triaged appropriately. Likewise, if a patient receives an appointment notification that they feel is not soon enough because they are struggling with their symptoms, they are welcome to contact the surgery again and ask for this to be reconsidered.

Another patient mentioned that she does not have online access so cannot use mobile phone links, nor could she use eConsult. It was acknowledged that this is the case for many of our patients and they can contact the health centre in other ways, i.e. by phone or in person, but to advise the receptionist that they cannot accept Accurx messages/links in return. It is also helpful for the patient to advise the receptionist if they wish to see a specific clinician, or are happy to wait for several weeks/a specific date.

There were still a couple of ongoing complaints about the phone system, in that patients get cut off when they get to the end of the call queue. EC said he had spoken to the phone company and they had said this was a temporary issue. Patients were advised to contact again with accurate details of date/time/duration of calls where this had occurred and he would look into it again. Likewise, there had been issues where patients are asked to ring at 8 a.m. but then can't get through on the phone and the callback system doesn't always work. EC again requested specifics and he could investigate this.

Trinity Centre

Jenny Farmer, from the Trinity Centre at Trinity Church in Lawrence Hill, spoke briefly. She works closely with Clare Middleton. Jenny was publicising "Nature in Newtown" which is on Wednesdays at 10 a.m. for one hour. This involves a walk around the local area. They also have a garden space at the Trinity Centre and are looking to extend the LHHC gardening group to Trinity Centre. Jenny wanted suggestions of other activities that could be equally beneficial for mental health, e.g. art etc. Welcome notices and information leaflets will be put on our notice board in the waiting area.

Wellbeing Activities at Lawrence Hill Health Centre

CM reminded attendees that there is Mindful Movement at LHHC, Wednesdays 10-11.30. Anna Raven holds a low impact yoga/mindfulness session. This is free and no booking or experience is necessary.

LHHC gardening club is going well, on Thursdays 10.30 - 12. No gardening skills are required and it is a good opportunity to enjoy a lovely outside space.

Any other business/close of meeting

The meeting was closed by EH with thanks for everyone's time and input.