

Patient Participation Meeting 19/6/2025 10:30am

Patient attendees: Open to all Lawrence Hill Health Centre patients.

Staff Attendees:

Dr Ellinor Humby - GP Practice Partner - Lawrence Hill Health Centre
Dr Jasmine Chingono - GP - Lawrence Hill Health Centre
Freda Morgan - Deputy Practice Manager - Lawrence Hill Health Centre
Annabel Dixon-Dewfall - Care Co-Ordinator Lawrence Hill Health Centre
Beverley Hollister - Medical Secretary - Lawrence Hill Health Centre
Rima Mahdi - Medical Secretary - Lawrence Hill Health Centre
Jen - Trinity Community Arts

Apologies: Maurice Dunn - Practice Manager - Lawrence Hill Health Centre
Unable to attend today - working from home.

Staff Update:

- Lawrence Hill Health Centre has welcomed our new Practice Manager Maurice Dunn who took over from our previous Practice Manager Ewan Cameron.
- Maurice's aim is to run things smoothly, efficiently and effectively for Patients' and staff.
- It would be great to get some insight as to how it is to be a patient at Lawrence Hill Health Centre, and all feedback negative or positive, would be appreciated as this will help us to improve our services in helping and supporting our patients, by working hard to meet our patients' expectations and resolving any queries or issues.
- Patient drop in sessions once a month could be a great way of getting feedback from our patients
- Annabel Dixon-Dewfall is Lawrence Hill Health Centre's new Care Co-Ordinator. We welcomed Annabel who has taken over from Claire Middleton Wellbeing co Ordinator.
- Annabel helps to organise Mindful Movement and Garden Group
- She also holds face to face clinics, helps patients book appointments, supports patients with benefits and housing applications.
- Annabel is able to help patients with signposting regarding various activities held at the practice and community as well as providing information regarding how to access community health services.
- GP's at the practice are able to pass on any issues onto Annabel to give patients further help support and is be able to arrange longer appointments with our patients.
- Sean Lewis is our new Practice 1st Contact Physiotherapist.

- Sean is at the practice Tuesday's and Friday's and usually treats patients in 3-6 sessions.
- He is highly skilled in assessing, requesting tests, scans and provides treatment to patients, arranges phone appointments, face to face appointments, follow up appointments and is able to split appointment slots in half to do fit note requests.
- He is able to refer to the Musculoskeletal Service if a patient continues to have further problems.
- GP's can triage direct to Sean if it is appropriate.
- We have welcomed back Dr Harriet Barnard who has returned to Lawrence Hill Health Centre to cover maternity leave for Dr Lizzie Gannon.
- Jen from Trinity Community Arts introduced herself to our patients and explained what she does at the Trinity community Centre.
- Jen has invited patients to attend the free Wind-rush Celebrations that are taking place at the Trinity Community Centre Sunday 22/6/25 12pm – 4pm where there will be various activities and performances such as; book readings, a history of St Pauls Carnival and spoken word performances.
- Jen has also given our patients information regarding other groups and activities in the community such as;
 - Malcom X Centre - Theatre Group Tuesdays and Wednesdays £3.
 - Trinity Community Centre - Gardening - Every other Thursday.
 - Enjoy the gardens at Trinity Community Centre always open 10am-1pm.
 - Playgroups Tuesday mornings – Salvation Army Hall.
- Jen handed out leaflets to our patients with further information regarding activities and groups available for patients to get signed up to.

Patients have voiced their concerns regarding the new PIP changes and the affect this will have on their day to day lives.

Dr Humby acknowledges our patients concerns regarding the changes and the practice is working hard to support patients with their applications and further PIP checks. Care Co-Ordinator Annabel will be able to provide help and support to patients who need help with their applications/existing PIP benefit queries.

Patients have voiced their frustration with the management of the phone queues.

Deputy Manager Freda Morgan acknowledges their frustrations and has advised that there have been staff absences due to sickness, which can mean that there are times when there is only one person in reception taking the calls.

Freda advised patients that there is a call back system - it may not always be on the same day.

The duty doctor on the day will triage requests/queries from patients and make sure they are seeing the right person at the practice, for example:

- Diabetes problems– seen by Senior Nurse
- Medication queries/requests – Pharmacy Team
- Acute Illness, infections, kids fevers, new issues – Practice Physician, Practice Paramedic and Duty doctor.

If there is an urgent query, patients will get a call to come into the practice to see a GP.

If patients are not able to use the NHS App Online or text the practice, they will need to call or visit main reception at Lawrence Hill Health Centre to discuss their query/request.

If a patient has an appointment in 2 days and their health is worsening, patients will need to contact the practice and arrange to be seen sooner.

Freda advised patients that she will follow up and discuss the issues regarding the phone queues with Practice Manager Maurice Dunn and discuss how to resolve the problems with staffing levels in the mornings.

Requests for sick notes are actioned in the afternoons.

Patient 1 queried why is an appointment needed for a sick note?

Patient 2 advised that they waited 2 weeks for a sicknote, and was told that they would get a call from the GP. The patient advised that they didn't get a call back from the GP.

Patient 3 advised that the messages regarding the GP calling back or sending the sicknote via text/email is quite confusing.

Freda advised patients that it depends on what the sicknote is for and advised that there is a letter that the practice can give to the patient to pass on to their employer while they are waiting for their sicknote.

The sicknote appointment is arranged as it needs to be signed by the GP. The GP also needs to assess the patients' medical issue.

It was agreed by Freda and Dr Humby that communication regarding the GP calling back or just sending the sicknote via email/text needs to be clearer and will be discussed further with the practice partners.

Dr Jasmine Chingono has been a qualified GP at Lawrence Hill Health Centre working two and half days for 2 years.

She is also managing research projects two and half days a week at University of Bristol, which she is very passionate about.

Dr Chingono asked patients to get involved in the research trials as this will help research advances and evidence treatments and medications.

The research trials are running across the UK which includes, kids allergies eczema and research trials called TIGER which looks into teenage patients with acne. TIGER can be accessed through standard consultations or online.

Patients from all backgrounds are welcome to get involved in the research trials as this will help to advance research into issues such as, why some patients respond better to certain anti biotics than other patients.

Over the next year University of Bristol will be coming to Lawrence Hill Health Centre to give a talk on how to access women health services.

If patients are interested in getting involved in the research trials, please contact main reception at the practice and sign up with the Study Team.

Patient 1 advised that since having the Covid jab that they have not been feeling themselves, they felt ill and lifeless for a week after having the Covid Jab and had a sore throat.

Patient 2 advised that they were very unwell since having the Covid Jabs.

Dr Humby discussed the importance of doing the research trials as they will help to address our patients' reactions to the COVID Jab and its effects on our patients.

Pharmacy update:

- Lawrence Hill Health Centre Pharmacy has moved to Lawrence Hill situated between Lawrence Hill train station and LIDL supermarket.
- Some patients have moved their prescription collection location to the new pharmacy location.
- The Pharmacy license is owned by the pharmacist. The GP Practice Partners tried to apply for a pharmacy license but there were many other pharmacists within the area that had licenses.
- The general pharmacy committee – they will take into consideration the locations and will see how many licenses are active in that area, so there may be a possibility in the future to apply for a pharmacy license.
- The plans for the pharmacy building at Lawrence Hill Health Centre could be used as space for more clinical space giving extra room for the GP's and nurses to use.
- There has been a cupboard conversion in the corridor leading to the treatment room and GP rooms. This new room is used by the BDP team for consultations.

Any Other Business:

Garden Group and ALIVE Charity are at Lawrence Hill Health Centre today.