

Lonsdale Medical Group Patient Participation Group

Draft Minutes of the meeting held at LMG on Monday 3 October 2022

Attendees

Core Group: Deborah Unger (Chair), Robin Sharp, Keith Anderson, Nicola Brindley

PPG Members: Chris Barker, Valerie Brennan, Susan Bush, Mike Cantor, Jackie Collins, Chris Gunn, Susan Harrison, Sally Holder, Ann Kenton Barker, Maggie Linford, Donal MacCraith, Kathleen and Niall Tobin, Lisa Warshaw, Judy Wilcox, Angela Young

Lonsdale Medical Group: Dr. Simon Read, Michelle Reilly, Natalie Khelifi, Susan Draper, Anne Stewart

Apologies: Cristina Avery, Theresa Baker, Daisy Broadbelt, Barry Danser, Janis Denselow, Sally and Richard Doust, Duncan MacAusland, Jenny Morgan, Barrie Newton, Jacqueline Paton, Nancy Platt, John DeSouza

NOTE: we did not have a minute taker at the meeting but there is a recording but it is not possible to identify each speaker so no one will be named.

Deborah Unger opened the meeting at 7pm and welcomed everyone and thanked LMG for hosting the meeting in person in their extension community room. She asked for any amendments to the previous meetings minutes to be forwarded via email (debcwise@gmail.com). No amendments so minutes approved.

LMG Update: Dr. Simon Read.

Attached to this email is the slide presentation. Dr. Read talked to each slide and there were questions from a number of people. These are summarised.

Dr. Read mentioned the new IT developments to help with phone systems and updated the number of clinics that the Practice is offering (slide 5). He also ran through the types of appointments offered (slide 4).

Finding the right mix on a daily basis of the types of appointments (blood tests, health checks, diabetes, emergencies, routine appointments, minor surgery etc.) is a difficult process but they feel they are getting much better at managing patient needs.

- **Extended hours** in the network that LMG belongs to are now 5 days a week until 8pm and on Saturday 9-5pm. And some Sunday appointments.
- **Booking via 111** too as there is an allocation from the Practice. If they are unused they are reallocated by LMG.
- There will also be **physio appointments** with a new staff member
- **Group session diabetes clinic** with Hanan.
- Dr. Read particularly mentioned Yasmeen Lee, the social prescriber who works two days a week from LMG.
- **New technology:** LMG is now using an automated system to book some kinds of appointments directly from a text message (COVID and flu). But there was a comment that some who use the 75+ line find these difficult to use and that was noted.

- There was feedback from Valerie Brennan that this worked well. It was also noted that it was possible to use the NHS app as an alternative to Patient Access..
- **E-consult:** This will be simplified and used for the next 12 months.
- **On the day triage** is still in operation but it can be used for safety reasons as a substitute for e-consult so there is a limit to the number of characters you can use to describe your problem.
- **A new app** will also be available so patients can get access to their medical records with some caveats for special cases.
- **Zoom consultations** are available on request.
- **75+ line** this appears to be working well now for appointments and advice; the meeting thanked the lead receptionists responsible, Anne and Susan
- **Blessing site:** renovated and will reopen in November
- **Big room:** entertaining new ideas to use the site. LMG is looking volunteers for coffee mornings. This will be circulated on Streetlinks.

Staff updates: Slide 14 lists all the new staff at the practice, including a new practice nurse and a GP. Recruitment is underway for more.

Chris Gunn asked about patient numbers, which are down from the time of the merger at around 21,300 (down from 23,000). Age profile is young. Population turnover is high. Higher numbers of women and children.

There was talk of the Government's plan for GPs but since then the Health Secretary has changed. **(Slide 15)**. Robin Sharp highlighted the current problem of lack of staff and large number of vacancies. He suggested that the public should pressure the government to lighten the load of GPs.

Complaints about LMG and how they are dealt with. Dr. Read said they look into all complaints, even on NextDoor. He highlighted that formal complaints are complicated so he hopes that people use an informal talk about the situation.

Patients who wish to raise concerns, can email admin team / or leave a feedback form, available on the LMG website. (It's a big pink square in the middle of the website). If this is an official complaint: complaints.lonsdale@nhs.net. A formal complaint can take 1 week to 30 days.

Continuity of care: patients did highlight how difficult this is and Dr. Read said he hopes that there can be treatment plans that make this better. There were other issues with doctors who don't seem to know what issues are. The suggestion was that there should be better prepping of doctors and protocols to be better prepared to help patients. Dr. Read said they were training GPs but took the issues on board.

Keith Anderson suggested that people use NHS Choices to leave positive reviews and recommended that LMG don't answer negative threads on social media.

The point was made by Natalie Khelifi and by Valerie Brennan that patients who make appointments for the COVID and Flu clinics should really try to keep them as they cost a lot of money if you miss them.

Robin reported back that there is a move to get PPGs connected in Brent but that hasn't really progressed. Deborah and Robin will look into it and Keith is linking up with Brondesbury Medical Centre PPG too.

Date for the next meeting-- 10 January 2023 was proposed (but has since been changed to February 13).