



## Lambgates Patient Participation Group

Venue: Lambgates Health Centre, Lower Ground Floor Meeting Room

Tuesday 19<sup>th</sup> November 2024

14:00-15:00pm

### Attendees:

Christine R	Ann B	Elsie B	Glynis	Eleanor
Debbie				

### Apologies:

Chris				
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## Minutes

### Practice Update

#### Staffing

The past few months have been busy, with numerous medical student placements and GP trainees. Each placement is paired with a dedicated GP supervisor, requiring significant planning and coordination from the management team.

In December, we'll be saying goodbye to GP trainees Dr. Rannie, Dr. Tyagi, and Dr. Wisal. At the same time, we'll be welcoming Dr. Jones and Dr. Skolick to the team. Once they've settled in, we'll introduce them on our website and Facebook page.

We also say a short goodbye to our Paramedic Scarlett who starts her maternity leave in December.

We're thrilled to share the exciting news that our apprentice, Gian, has successfully completed his apprentice course with flying colors, earning a distinction! Gian has accepted a permanent administrative role with us, starting in January 2025. Gian has received wonderful feedback from our patients, and we're sure everyone will be delighted to hear that he's staying on as part of our team.

#### Complaints

The management team believes it would be helpful to share a summary of the formal (written) complaints we receive with our Patient Participation Group (PPG). This allows us to highlight common themes and gather valuable input and ideas from PPG members for practice improvements. We greatly value patient feedback and welcome opportunities to enhance care and communication.

Recently, the majority of complaints have related to missed or delayed lab results. These issues stem from ongoing challenges with the pathology department at Tameside Hospital following the migration of their Laboratory Information Management System over the summer. Unfortunately, these issues are beyond our control, but we fully acknowledge the frustration and upset this has caused our patients.

The impact on us as a practice has also been significant. Delayed results have created additional workload for our team, including the need repeat testing, follow-ups and increased patient communication, adding strain to our resources. We want to assure our patients that our Local Medical Council and Commissioners are actively supporting efforts to improve the service, and we remain committed to advocating for timely and effective solutions.

Today, we discussed the heightened media attention on PSA testing for men following Sir Chris Hoy's recent diagnosis, which has led to an increase in requests for PSA blood tests. To ensure appropriate care, the practice has introduced a questionnaire for men requesting this test to identify whether they are experiencing any symptoms indicative of prostate issues. While we will not refuse a blood test for patients who do not report symptoms, we kindly ask that they review information about when to be concerned before booking an appointment. This helps ensure patients are fully informed and that appointments are used effectively.

#### Flu update.

So far this year we have vaccinated 64% of our Over 65 population and 40% of our Under 65 population. Nationally it seems that uptake for the flu vaccine is lower this year.

Flu vaccinations are ordered every year for **all** eligible patients and this remain a critically important public health intervention. Eligibility changes yearly to reflect updates in public health guidance, shifts in vaccine supply, and the latest evidence on who is most at risk of severe illness from the flu. This ensures that those most vulnerable receive protection.

This year, flu clinics were held during regular practice hours (8:00 am – 6:30 pm) instead of on weekends. PPG members at today's meeting who attended one of the clinics shared that they found them well-organised and relaxed. What was your experience?

#### **PCN**

The current Covid Vaccination campaign run by Glossop PCN ends on December 20<sup>th</sup>. Appointments are still available to book via the National Booking system for clinics at Simmondley Medical Practice.

PCN Paramedic Ben has sadly left us to start a new role closer to his home.

The PCN is currently recruiting for Ben's replacement alongside other vacancies for a Health Care Assistant and GP.

## General Practice Improvement Plan

The Glossop practices are collaborating to develop training materials aimed at educating both staff and patients about alternative healthcare providers that patients can be directed to, beyond seeing a GP. These include Community Pharmacists, Opticians, Physiotherapists, and Dentists. Many triage requests we receive are for conditions better suited to these services. By utilising community-based services, we can free up GP appointments for acute cases and reduce duplication.

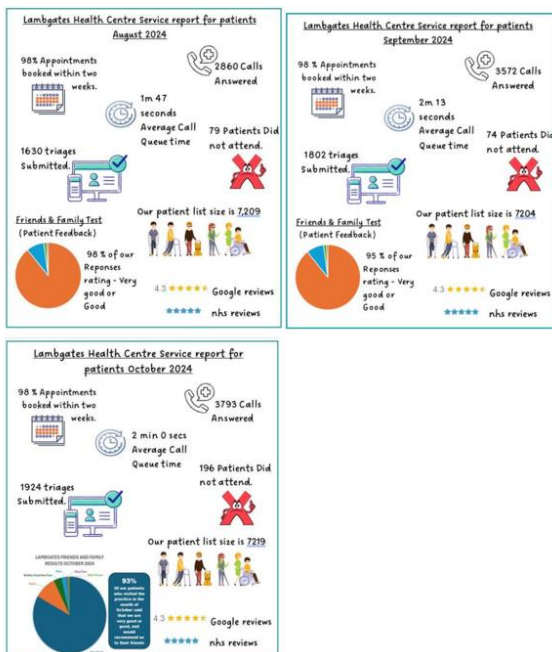
Today, Eleanor sought the support of the PPG to help inform patients about these alternative clinical options and to gather feedback from patients who have already used these services. The PPG agreed to assist by creating a survey, which Eleanor will distribute through Facebook, the practice website, and in paper format at reception.

### PPG Notice Board:

Thank you once again to Christine and her team for their hard work in creating the current PPG notice board. The team plans to update the board in the new year.

Debbie shared that we have a monthly campaign board in the patient waiting room, which highlights various health initiatives. For December, we aim to focus on loneliness and provide information about local food banks and other support resources for those who may find the festive season difficult. If any PPG members are aware of local initiatives we could promote, please let us know!

### Service Reports



The number of online triages and phone calls continues to rise. During today's meeting, it was highlighted that a significant number of patients fail to attend their appointments despite receiving text reminders. The PPG members suggested displaying posters in reception to inform patients about the number of appointments lost each month. We will take this suggestion forward—thank you for your input.

Eleanor also explained that Lambgate is currently reviewing its clinical structure. This involves assessing our skills matrix and identifying gaps in clinical coverage to address any imbalances as we strive to meet the needs of our growing patient population.

## **AOB**

### PPG membership

Having a diverse range of ages in our PPG group allows us to gather valuable insights and perspectives from all age groups, enabling us to better address the unique healthcare needs and preferences of different generations. This inclusivity helps us create more effective and relevant initiatives that benefit the entire patient population.

During today's discussion, we explored ways to encourage participation from our virtual members and attract new ones. The PPG agreed to send out a virtual meeting invite for our next session, allowing members to join conveniently via their laptops or phones if they are able.

Our Macmillan Coffee morning raised an incredible £500 for Macmillan Cancer Support! This fantastic amount was achieved through cake sales and raffle tickets. A massive thank you to our PPG for their hard work in running the stall and helping to raise funds for a charity that is close to so many of our hearts.

### **Next Meeting date:**

Our PPG plans to meet next on Tuesday 18th February 14:00-15:00 pm – Please feel free to join us face to face or Virtually. We look forward to seeing you there.