



## Lambgates Patient Participation Group

Venue: Lambgates Health Centre, Lower Ground Floor Meeting Room

Tuesday 18<sup>th</sup> February 2025

14:00-15:00pm

### Attendees:

Katie (New)	Glyns	Ann	Chris	Elsie
Eleanor	Debbie	Guest speaker Amy Longson (NHS England Representative)		

### Apologies:

Chris	Maureen			
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## Minutes

### Guest Speaker – Amy Longson NHS England

Amy Longson, Senior Manager with NHS England's Northwest Personalisation and Communities team joined us today. Amy leads on workstreams including 'Experience of Care'.

Amy has asked if she can conduct a 30-minute observation focused on Patient Experience at from the waiting room, with a member of the PPG.

Her goal is to understand the patient experience from their first point of contact. Observing alongside a patient representative will help compare and explore different perspectives.

Allowing Amy to conduct this observation provides multiple benefits to our practice:

- **Valuable Insights:** The feedback gathered from both Amy's observations and the patient representative can provide diverse perspectives on the patient journey. This can help identify strengths and areas for improvement that may not be immediately apparent.
- **Actionable Feedback:** The feedback provided can serve as a foundation for developing strategies to enhance patient care, staff behaviour, and overall operational efficiency.

Following the observation, Amy will provide constructive feedback with the management team.

Amy requested a volunteer from the PPG to assist with this activity, and PPG members Katie and Ann have offered to help and are happy for their details to be shared with Amy. It was suggested that Mondays and Fridays between 9-11 AM are particularly busy mornings, making them a good time to carry out this activity.

### Practice Update

**Triage Updates** -The proposed triage changes (details were emailed to the PPG last month) have been implemented this week. Our new triage hours are from 6:00 AM to 1:00 PM (Mon- Fri)

As previously explained, the main objective of this change is to ensure we have sufficient time and resources to:

1. Provide timely follow-up and review appointments for patients with ongoing care needs.
2. Maintain our commitment to a 48-hour turnaround for initial triage assessments, without overburdening our resources.

To clarify, the practice is still open outside of these triage hours, with appointments available from 8:00 AM to 6:30 PM, including emergency (same day) appointments. The extended access service at Howard Street remains unchanged and continues to provide evening and weekend appointments for the patients of Glossop practices.

The management team will regularly review data to ensure we are meeting patient demand while maintaining clinical safety. We do expect some challenges and potentially an increase in complaints as patients adjust to the triage changes. We welcome any feedback as we continuously strive to improve our services.

Some of the PPG members today spoke of positive experiences with using the pharmacy first as an alternative to seeing the GP. The practices continue to build relationships with the local pharmacy to ensure smooth pharmacy first referrals.

**Team resilience** - Claire, a member of our admin team, will be attending a phlebotomy course in March and will gradually increase her clinical skills to support the growing demand for blood tests. This will free up additional appointment slots for our core nursing team to focus on long-term condition management.

**Trainee Changeover** - Dr Jones and Dr Skolik leave us in April and we will be joined by Dr Jenkins and Dr Arif. We will introduce the new team members on our website and Facebook page once they are settled in.

**Infection Control audit** - We're proud to share that Lambgates achieved 96.5% compliance in our recent Infection Control Audit testament to our dedicated staff & cleaning team for maintaining high standards of cleanliness and safety, ensuring the best care for our patients.

**Fire Risk Assessment** - Another positive assessment for us. We have recently had an external assessor complete a Fire Risk Assessment of our building. We did not receive any "major" areas of improvement and were commended for our overall housekeeping.

### **PCN Update**

The Winter Covid Vaccination campaign, run by Glossop PCN, has now concluded. Plans are in progress for the Spring Campaign, which will begin in April. Clinics will once again be held at Simmondley Medical Practice, although this location is under review for the Winter campaign. Some PPG members today expressed concerns that Simmondley may not be accessible for all patients due to transport restrictions and support the review of this site.

**PCN staff Vacancies** - Vacant job roles are advertised on NHS jobs pages and currently include a Paramedic and Business Manager.

**Glossop Boundary Discussions** - The PCN Clinical Director is attending regular meetings with commissioners to raise awareness of the challenges Glossop patients face in accessing care, due to our geographical location between Manchester and Derbyshire.

### **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.

Since our last meeting, we have received five complaints and provided the group with a brief overview of these today:

1. X-ray referral – A patient was incorrectly advised they could walk in for an X-ray at Tameside, but updated procedures now require an appointment.
2. Clinical decision – A decision not to prescribe a specific medication of the patient's choice.
3. Scan results delay – Delays in receiving scan results from an external provider.
4. Data protection breach – An issue related to a data protection breach whereby a document was added to a patient notes incorrectly and was seen via online access.
5. Incomplete medical record – Incomplete transfer of medical records from a previous GP practice (GP2GP), resulting in an incomplete medical record.

All complaints are reviewed with the full management team and where required, a significant event (or learning event) is formally documented. A significant event refers to an incident or situation that has had a notable impact on patient care. It's an opportunity for the practice to reflect on what happened, learn from it, and improve how care is provided in the future. This might include things like errors, near misses, or even positive outcomes that help the practice grow and ensure better safety and service for patients.

### **PPG Notice Board:**

Thank you once again to Christine and her team for their hard work in creating the current PPG noticeboard.

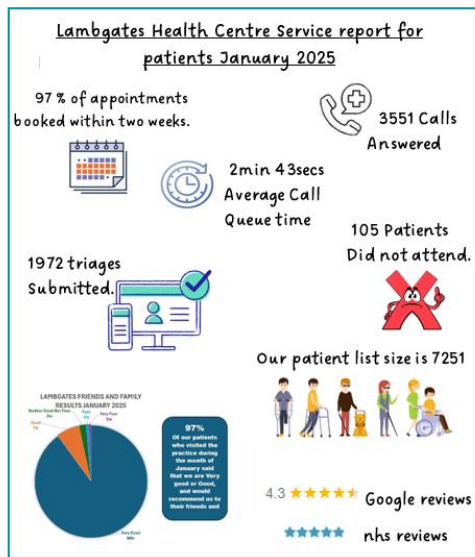
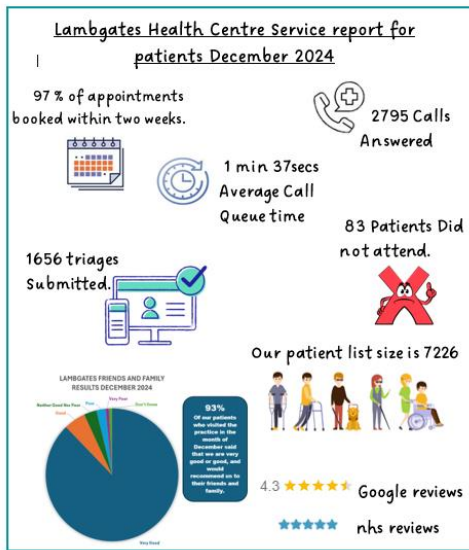
The PPG team are today reviewing all noticeboards in patient areas to see if they can identify any gaps in information.

The PPG plans to update this noticeboard on a regular basis.

### **Service Reports**

We discussed the rise in triages and calls from December to January. PPG members also raised concerns about the continuing high number of patients who do not attend their appointments (DNAs).

**ACTION** – The practice will look into conducting an audit of DNAs to identify if there are specific types of appointments that are frequently missed.



**AOB**

**PSA Tests** - Following up on discussions from our last meeting, we reiterated today that a PSA test is not the sole clinical indicator for prostate cancer. Patients will not be denied a test without symptoms, but they are provided with information to help them make an informed decision about whether the test is necessary. If a patient chooses to proceed with the test, they will receive a follow-up text containing information about factors that may influence the results.

**Next Meeting date:**

Our PPG plans to meet next on Tuesday 20<sup>th</sup> May 14:30-15:30 pm – Please feel free to join us face to face or virtually. We look forward to seeing you there.