

Liberty Bridge Road Practice

Patient Participation Group Meeting

Meeting Minutes

Date: 9th August 2017



Attendees:

Sheila Connellan (Senior Business Manager)

Lucy Harvey (Service Development Manager)

Sara Ibrahim (Senior Practice Operations Manager)

3 Patients (AM, HA, LW)

Discussions:

Changes at Liberty Bridge Road Practice

SI explained to attendees the changes that have occurred at LBRP since last PPG meeting.

- Zoe Williamson has left the Hurley Group and in the meantime LH is the acting Regional Manager. Gary Beard is the new Associate Director of Operations and will be based at LBRP 3 days a week.
- Dr Mike Jones, Dr James Fordham and Dr Helen Stedeford have left the Practice
- Dr Lakshmi Raj is on maternity leave due to return in January 2018
- Dr Ross Dyer-Smith is a Hurley Group Partner who is will be working at LBRP on Mondays and Fridays and is the Lead GP for the Practice.
- Dr Mark Perera remains a full time salaried GP at the Practice
- New recruits:
 - Debbie Morris is the new clinical administrator responsible for call and recall for all public health, chronic disease management and enhanced services.
 - 3 new receptionists to start next week (Mohammed, Fahima and Harley),
 - Salaried GP to start in September for 2 sessions a week (Dr Jenny Blythe),
 - HCA to start in September (Lynda Herman) 30 hours a week

Liberty Bridge Road Practice Open Day

At last PPG meeting it was suggested that we have an open day where patients can come and meet the staff and get to know what services are offered in the practice. We were not able to arrange this last year due to time restraints so it was proposed to try again this year.

Agreed to do MacMillan coffee morning in September and Open Day in October

Review of Action Plan

Action plan for 16.17 reviewed and the following agreed:

1. Patient engagement and PPG member recruitment to continue this year and PPG chair elected
2. Although Patient Calling System has now been installed, there are still issues with the telephone system which need to be addressed
3. Same day access has improved and so PPG members agreed to remove this from the Action Plan although SI will continue to monitor closely
4. PPG to look at practice targets and mimic the national health campaigns to improve uptake of screening and educate patients on different healthcare topics.

Points from PPG

On the whole the PPG members present were happy with the services offered at the Practice and there were no significant concerns.

AM mentioned that the administrators have made a few errors in the past and need to improve. She finds receptionists very helpful.

HA raised concerns about prescribing and will speak to SI about these to ensure no further errors are made.

Any Other Business

The practice is aiming to increase the number of patients with access to online services such as booking appointments, ordering repeat prescriptions and changing address. The Practice would also like to promote eConsults as an alternative to coming in to see a GP for a face to face consultation.

Summary of Actions:

Action	Person Responsible	Time Frame
MacMillan Coffee Morning 29 th September 2017	Practice to organise, PPG members and staff to run	End of August
LBRP Open Day	Practice to organise PPG to attend	October
National Health Campaign Schedule for next meeting	SI	November