

LIME TREE SURGERY PATIENT PARTICIPATION GROUP

Minutes of Meeting on Monday 14th January 2019 at Findon Surgery.

Glossary: *FVRA Findon Valley Residents Association, HSRA High Salvington Residence Association, LTSPPG Lime Tree Surgery Patient Participation Group, DHC Durrington Health Centre, LTS Lime Tree Surgery.*

Attendees: K.Y. (Chair), C.B. (Deputy Chair), S.D. (Treasurer), D.K. (Minutes), Dr. D.H. (Practice Representative), C.McN. (Reception and Patients Service Manager), A.McH. (Assistant Practice Manager), J.B., G.B., D.D., M.G., L.T., J.H., R.H., B.H., P.L., C-R, E.L., D.P., A.S., S.S., N.W.

1.0 Apologies: H.H., D.M., M.M., R.G..

Item	Detail	Action
2.0	<p>Welcome to “Christine” LTS New Reception and Patients Services Manager. Q & A if time.</p> <p>KY opened the meeting by welcoming Christine who has joined the practice as Reception and Patient Service Manager. She informed us of her past work in a GP practice and that her new role is evolving, her first port of call at the moment is patient enquiries and complaints and bringing policies and patient information up to date and looking into a way of improving calls handling to the Surgery including making appointments.</p> <p>K.Y. mentioned the large amount of posters and long standing posters within the Surgery. Christine informed us that Sam, one of the receptionist, has taken on the responsibility and the undertaking to start a new Health Promotion board which will highlight local and national health promotions. This would be mirrored across both sites.</p> <p>M.G. enquired if this information will also be mirrored on the Lime Tree Surgery website. Christine confirmed that it would.</p>	C.McN & Sam

2.0	Matters arising from LTSPPG meeting on 5th November 2018	
2.1	<p>Dr D.H. highlighted to the group that online appointments were being booked inappropriately by patients and asked if the group had any suggestions to try and improve the system.</p> <p>Regarding the appointment system A.McH. informed group that an external company, have been tasked with the job, were looking at performing audits within the practice and targetting Diabetes and the Appointment System first and then others systems regarding future procedures and practices within the surgery.</p> <p>Questions were forwarded by group members regarding making appointments specifically in out of hours (Sat & Sun). A.McH. reminded us that appointments are already offered early morning and late evening to provide availability for those working but said she will look into this further.</p>	LTS PPG A.McH.
2.2	K.Y. asked for an update on Flu Vaccines and A. McH. informed the group that despite the difficulties in vaccine supply chain Lime Tree had attained their target for Flu Vaccines, only being 0.5% below the national target. Staff were continuing to offer 'Walk In Service' for those eligible patients still awaiting vaccination. This was being managed by pharmacy.	
2.3	There is still an ongoing shortage of the Pneumonia vaccine. A question was raised regarding how people were notified. This raised the issue for patients to provide consent for the use of MMS as a form of notification. There was a question about the possible use of a 'blanket email' and this will be looked into for the future.	A.McH
2.4	<p>The LTS PPG external web site address was not correctly recorded in the last minutes. The correct new web address is: limetreesurgeryppg.org.uk</p> <p>Dr D.H. asked about communication links with HSRA and DHC. M.G. confirmed that this is ongoing with the new website created by M.G. & J.B. which M.G. reported is now live and that in future all patients identities will be protected as this will be on all public sites (i.e. meeting minutes).</p> <p>DK agreed to be Primary Contact as Secretary for the group on the website and M.G. confirmed that he would correct the details.</p> <p>There was a group discussion on what should be on the website, the Walking and Keep Fit groups were agreed. M.G. to liase with both groups to arrange details from group leaders.</p> <p>We also agreed privacy of personal details needed to be addressed and that full names would not be used in future minutes. We agreed to use initials only. D.K putting into practice from now and K.Y. agreed to amend past minutes.</p>	M.G. M.G., C-R, P.L. K.Y.
	The Chair thanked all concerned in getting this new PPG web site up and running. A link will be arranged from surgery web site to the new PPG site in the near future.	

<p>4.0</p> <p>4.1</p> <p>4.2</p>	<p>LTSPPG in the Local Community</p> <p>Update on LTS Practice logo - Vale School Design Competition</p> <p>Dr D.H. gave an overview regarding the practice/group logo. He had been in contact with the Headteacher of Vale School but there was no further news.</p> <p>Dr G, a LTS doctor, had also shown an interest in getting involved in this topic and A.McH. informed us that the new practice Manager, who starts on 1st March, would also like to be involved.</p> <p>Within the PPG C.B. has been working on the 3 trees logo which seems very popular and showed some draft examples to the group and this is ongoing. There was a consensus, from those present at the meeting, that one logo for the practice and the website was the preferred choice. C.B. and Dr D.H. will liaise and consider next steps in logo design process.</p> <p>Update Keep Fit Class</p> <p>C-R. reported that the Keep Fit class continues to be successful, with it remaining in profit. Furthermore, the ladies of the group, have given their consent for photographs to be taken of them for the PPG website and possible posters C-R wondered if we have a photographer in the group willing to do this.</p>	<p>C.B., Dr. D.H.</p> <p>All PPG</p>
<p>5.0</p>	<p>Concerns Over Diabetic Type 2 Care @ Lime Tree Surgery</p> <p>Following concerns brought up last year by M.G. regarding Diabetic Type 2 care at LTS, A.McH informed group the practice is reviewing work within the practice which will include "Quick Start", a National campaign which starts on 24th January. this is connected to the audits previously mentioned. A meeting has been arranged for 22nd Jan with Dr D.H., the diabetic nurse and they wish to include M.G. to proceed with the project. A.McH also informed us that there is a Community Specialist Nurse who deals with diabetic complications. A.McH will emails further details to us.</p> <p>Post Meeting: A diabetic preliminary meeting was held with PPG members M.G, S.S, K.Y. and Dr. Dhillon, A.McH., practice diabetic nurse and Community Specialist nurse present. The practice listened to patients concerns and M.G. suggestion for a new approach to diabetic care/treatment. Dr. Dhillon will take this away and arrange a further meeting to discuss next step with the PPG sponsors.</p>	<p>K.Y.</p>

<p>6.0</p>	<p>LTS Charity Update</p> <p>S.D. updated the group on charity financial position and informed us that she was unhappy with the current banking arrangements because of bank charges, difficulty in banking cash from the book club and that we do not have sufficient signatories to sign cheques. She has researched several High Street banks as possibilities and requested K.Y. accompany her to set up a new account with the Halifax bank.</p> <p>Book sales continue to do well bringing in about £50/three weeks @ Findon and £30/ month from Durrington.</p> <p>K.Y. reported that a new electronic request form had been developed and was live replacing the old paper version from the defunct LTS Charity (pre 2017). This new form would be used for requesting items from practice and PPG.</p> <p>A question was asked from the floor why did the charity group need a separate document when under the old constitution was included in one document. The Chair tried to explain that the LTS Charity was formed from 2 former charities both having different constitutions. The current Charity is registered with Charity Commission and yearly accounts are supplied to them although currently we do not have sufficient funds each year to meet their criteria (more than £5,000 p.a.).</p> <p>Furthermore, the new Charity Constitution was agreed by the LTS PPG at the meeting in September 2018 and elected trustees to run the Charity, on behalf of the PPG, at the PPG AGM in May 2018.</p> <p>The Chair reminded the group that the old Charity Constitution was used purely for Findon practice and did not take into account expansion of LTS practice (including Durrington and any future acquisitions) and it made good business sense. Furthermore, the new Constitution combined the two old versions into a workable document. This did not remove the PPG members from decision making but made it easier for the trustees to work between PPG meetings.</p> <p>Financial assistance had been offered to the Walking and Keep Fit groups during start up. The Keep Fit considered itself self financing and the Walking Group declined cash input for its patients.</p> <p>A.McH. also tried to explain why the Charity might need to operate with the separate Constitution.</p> <p>The debate went on for sometime and the Chair closed this discussion because there was no agreement. However, he did say that if people are unhappy with the Charity Constitution then this can only be changed at an AGM.</p>	<p>S.D. & K.Y.</p>
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7.0	<p>A.O.B.</p> <p>S.D. commented that the accoustics in the room and where a person sat made it difficult to follow discussions during the meeting. S.D. suggested that maybe if a person has a question or comment that they could either speak up or stand up for the benifit of all.</p>	P.P.G. All
8.0	<p>Next LTS PPG meeting will be Monday 4th March 2019; 1300-1400hrs in Lime Tree Surgery Waiting Room 3.</p>	