

**Lake Road Practice**  
**Patient Participation Group Meeting**  
**Thursday 11<sup>th</sup> October 2018**

**Present**

Mr Tom Micklewright	Mrs Val Ebbens
Mrs Carol McGoven	Mr Andy Browin
Mr Ken Ebbens	Ms Margaret Kelly
M Tahmina Sharmin	

**1. Introduction**

The group introduced themselves to new member Tahmina.

**2. Apologies for Absence**

Apologies had been received from Jane Williams and Carol Duffy.

**3. Minutes from previous meeting 9<sup>th</sup> July 2018**

The minutes were circulated and approved by those present as an accurate record

**4. Matters arising**

**Staff Changes**

**Tom Micklewright** will be leaving Lake Road early next year to take up a position closer to home. Two new roles of Business Manager and IT Manager will be created.

**Kirsty Tallack** is a paramedic practitioner. She will join the acute team full time, including telephone triage and face to face appointments. She will also do some home visits. She is very experienced, coming from St Richards Hospital and HEMS, also qualifying in advanced life support.

**Sharon Poole** is another Nurse Practitioner joining the acute team. She will shortly start a 12 month prescribing course.

**Natasha Scales** is a very experienced prescribing Nurse Practitioner. She will be joining the team late October. She has 13 years' experience and will be the lead for the practice team.

**Jade Thomas** is sadly leaving Lake Road at the end of October. She is currently the longest serving Nurse Practitioner in the surgery.

The practice will now have a total of 5 Nurse Practitioners and a Clinical Pharmacist – **Emily Bond**

**Dr Ella Aston** has left Lake Road and is currently in Australia – with a possible return to the practice.

## 5. Telephone System

TM updated the group with developments regarding the phone system changes, With a new service provider from late October the system will give better visibility of call queues with the added feature that calls can be answered from many other areas at busy times - ie John Pounds , Admin office. Patients will also have the facility of holding their place in the queue and getting a call back rather than having to wait on the phone.

There will also be a new system – Patient connect which will identify patients from their phone details and enable their records to be accessed more quickly. This will help the triage team. The practice expect to see an improvement by Christmas and information will be published including call/answer/wait times and queue lengths.

## E – Consult

The practice is still actively encouraging patients to use the e- consult facility. This promotes the benefits of self help, makes contacts easier to triage and has the advantage of being available 24/7.

## 6. John Pounds CQC Inspection

John Pounds had a CQC inspection on 10.10.18 which went well. TM praised the staff for their hard work in preparing for this and their efforts during the inspection. Results should be received in 4 – 6 weeks.

### **AOB**

Please forward any contributions for the December newsletter to Carole Duffy asap.

**Thanks was extended to Margaret Kelly** who has done an excellent job during recent functions encouraging and assisting patients to complete questionnaires. The lay out of the ethnicity was raised. > This will be addressed to make it easier to make it clearer to complete.

**Margaret** raised an enquiry regarding an article she had read re: Group Consultations for chronic diseases. There were for groups of patients (30+) and for an hour. TM explained this concept is difficult as patients care in chronic disease is individual and specialised, so a generic session may not be beneficial.

**Ken Ebbens** brought to the group’s attention some of the groups he is involved with and relevant developments.

**Healthwatch** There is an on-going drive to identify Carer’s. TM confirmed this information should be available on System 1 if patients had made the surgery aware of their Carer status.

**Information Portal** There had been a meeting with Adult Social Care regarding a new PIP ‘Patient Information Portal’ which would be easily accessible and have all relevant information in one place.

Healthwatch is independently looking at a sustainable STP/LCP Project – how the **UK** is being set up in Health and Social Care as well as being involved in liking at CQC Inspections of Care Homes

Ken recently attended a QA Walk around looking at patients experience from A&E to discharge. This was very positive from patients prospective, staff were honest and helpful and minor areas or concern were able to be addressed.

Ken is involved with an **Autism forum** – to raise awareness – this field is growing in interest.

**Mental Health Awareness** – this is currently a very hot topic and Ken made the group aware if a current project between Southern and Solent regarding this speciality.

Ken reported on a recent survey on Surgery mergers – most of these had been brought about by retirements of CGG directive. He fed back complaints where patients did not feel they got good access to their own GP, but access to GP's in general was better.

Ken also reported to the group about a new long term condition Hub for conditions such as MSK and Cardiology to be based at ? St Mary's – the transport and parking issues were discussed.

### **Active Portsmouth Alliance**

This is a directive looking at getting people back on their feet and active, including a cycling initiative – not a new concept, but hopefully productive.

### **Mens Kitchen**

Based at John Pounds Centre > A 6 week course costing £5 per week to encourage men who may feel isolated or lonely to meet and to discuss other issues.

Portsmouth Rotary Club involved with a sign language project. TM expressed an interest in some staff taking part.

### **Date of next meeting:**

Monday 14<sup>th</sup> January 2019. The new start time will be 5pm as Helen Burch will be taking over from TM as the practice representative.

The meeting closed at 7pm.