

Lechlade Medical Centre PPG Meeting – 05/04/2023

Present: Fiona David (Practice Manager), Hannah Huxham (Deputy Practice Manager), and Pauline Miller

Apologies: Nigel Laing and Kelly Smith

Conflicts of interests: None raised

Minutes of last meeting: No issues noted

Update on Medical Centre:

- As of 1st April 2023, Lechlade Medical Centre is now under the umbrella of the Inspire Healthcare Group, which is made up of four GP surgeries in North Gloucestershire - Prestbury Park Medical, West Cheltenham Medical and St Catherine's Surgery in Cheltenham, and Church Street Medical in Tewkesbury. The group is run by six GP partners, and their managing partner, Dr Sanjay Shyamapant, has locumed at both Lechlade and the Park Surgery previously in order to get to know both sites.
- Dr Caroline Maxwell and Dr Amy Howarth are no longer partners at Lechlade, but will be staying on as salaried GPs. Dr Howarth will henceforth be performing a women's health clinic twice a month at Lechlade and twice at Park.
- The online forms are currently suspended as the websites for both Park and Lechlade are in the process of being transferred to the Inspire site, but this should soon be complete
- The appointment system at both Park and Lechlade will be changing substantially with a new system called **Care Navigation** introduced. Under this, patients who ring into the surgery will be able to select an option to have a link sent to them. This will take them to an online form that the patient can fill out detailing their problem. Patients who are not able to complete these forms can speak to reception who will fill out the forms for them.
 - These forms are triaged by a GP to assess, who will be able to make a quick decision as to whether the patient needs to be seen on the day or can be booked in for a later date, what clinician is best placed to deal with their problem; GP can also request further information from patient if need be.
 - There will be several conditions which are red-flagged as not appropriate for Care Navigation (chest pains, very young children, etc) and can be booked directly by the team. There will additionally be slots made available for patients to book in advance online.
 - There will be a dedicated rota to dealing purely with sick notes
 - Patients will also have the option of being able to save their place in the queue and have someone ring them back rather than waiting on hold

- New signage planned for outside surgery, and eventual revamp and refurbishment of Lechlade interior planned
- Pauline raised issue of whether patients will still be able to order prescriptions through the NHS app and if reminders for regular checks can be flagged on system to send alerts to patients when these are due; **Hannah to check with Inspire**

Updates:

- **Social prescribing:** New SP is Carolyn Guch, who works for Gloucestershire County Council Tuesday/Wednesday/Thursday and can receive referrals, but does not currently have regular clinic in LMC. Pauline has queried whether Inspire has their own social prescriber – **Hannah to check.**
- **Friends of Fairford and Lechlade:** Need to confirm with Inspire if organisation can be featured on new website as previously alongside PPG information - **Hannah to check**

7. Recruitment of new PPG members

Advertisement for new members placed on PPG board, waiting room television screen and practice's Facebook post. **Hannah to speak to clinicians regarding recommendations for potential members.**

8. Patient feedback

- Pauline raised issue of patients being cut off whilst attempting to contact the surgery. This is an issue that has previously been raised to Onecom; Hannah has contacted them again to ask them to look at this as a matter of urgency, but phones are also due to be switched over in near future to Inspire

9. AOB

- Fiona has spoken with the Practice Manager of Fairford to address the false rumours previously circulated about Lechlade being in special measures
 - Issue raised by Pauline of patients potentially missing out on recalls such as six-monthly blood checks and request to check whether reminders could be added to system to flag these to patients; **Hannah to check with Inspire**
 - Discussion about raising local awareness of Inspire acquisition: **Hannah to speak with town clerk about posting details of Inspire acquisition on town council website and ensure that further copies of announcements are placed on practice premises**
 - Arts Society – **Hannah to contact Brian to thank him for the generosity of the artists who have consented for their work to be displayed in the surgery**
1. **Surgery courtyard garden** – new geraniums to be purchased for the courtyard garden with the old pots to be returned; **Hannah to oversee**

10. Date of next meeting

- Tuesday 13th June, 11:00AM