**Lambert Medical Centre**

Patient Participation Group

Thursday 12th October 2023

Minutes – Kirk Fletcher (KF)

GP Partner – Dr Kay Smith

Attendees: JW, CT, PK, PW, DT, DM

1. Welcome and thanks to all for attending.
2. **Staffing –** KF informed the group that we have employed a Physician Associate at the Practice. KS gave more details of this role. Details given that the PA also has an Ambassadorship role and will have students. KF also passed around an information sheet on the role of Physician Associate (Attached to minutes circulated for those unable to attend the meeting). KF told the meeting that we are also pleased to welcome year 4 & year 5 medical students who will be supervised by our trained clinicians. KF was able to give an update to inform the meeting that the Trainee Nursing Associate (Abbey) had recently started her training at Leeds Beckett University. The Care coordinator JH is providing a high-quality service working to the Daffodil standards in helping to improve end of life care, as well as working with recently diagnosed cancer patients to signpost them to relevant support. Question asked regarding current ratio of GP's at the practice. KF stated that numbers of appointments and access to help was as important as GP numbers but stated that he was unaware of precise percentage at this time.
3. **Storage Container** – KF thanked the members of the PPG who had supported the appeal process by submitting a letter to the planning inspectorate who are now reviewing the planning application appeal. KF updated the PPG stating that numerous letters had been forwarded to the inspectorate for consideration and the next step in the process would be for a site visit to be arranged so that a decision can be made. A discussion took place regarding plans should the appeal not be successful with members of the PPG suggesting that other facilities to keep the contents secure should be considered. A short discussion also took place regarding the digitalisation of patient notes and if this was something that could be progressed. KF explained that this is work that is being considered nationally but that there was no immediate chance of this happening.
4. **Discussion of National Patient Survey results.** Handout given to PPG from the National Patient Survey. These showed that the Lambert was exceeding the National average patient feedback in 22 of the 24 questions asked. The Lambert was also higher than local surgeries in 18 of the 24 areas. KF also shared the September F&F feedback that showed 93.8 % had responded as Good or very good. KF mentioned that all complaints had been dealt with locally and informally.
5. **DID NOT ATTEND (DNA) – Explanation of how we are attempting to reduce this.** KF gave figures of the time lost when persons had failed to attend appointments.

July – 1110 minutes lost.

August 1140 minutes lost.

September 1680 minutes lost.

Even with these numbers of DNA's the Lambert is still averaging over 4000 contacts (consultations/appointments) each month which is the equivalent to almost 50% of the practice population. Clarity was asked around this number and KF confirmed that these numbers include people having numerous contacts with the practice and not 4000 separate individuals.

KF Informs the PPG that the practice sends more reminders to patients via text and phones patients for appointments such as baby immunisations that are currently 30 mins long. The practice is also writing out to those who fail to attend more than once, warning them that the practice will consider moving them from the patient list should they continue to DNA. PPG gave other suggestions such as over booking slots each day to allow for those occasions that patients DNA. KF felt this would be difficult to manage.

1. **Better access -**

Quick discussion on how the Lambert is attempting to give patients better options to see medical staff. As well as continuing the traditional services local practices are also making patients aware of weekend access at the Friarage hospital where patients can see a nurse or doctor. These appointments seem popular with patients who find it difficult to attend during working hours. Discussion also about the ' online consultation form' which allows patients to write into the surgery from the website page. The patient then gets a response within 72 working hours. The practice is seeing an increase in these numbers. KF also mentions the promotion of the NHS app and how this is an extremely useful tool for patients. A PPG member stated that they had looked at the app and there were very low numbers of appointments shown. KF agreed and that the practice was hoping to increase the numbers available to book. Another PPG member asked if the additional services would impact on the emergency doctor availability. KF assured them that it would not.

1. **AOB -** A member of the PPG raised concerns regarding the practices decision last winter to continue to offer telephone calls prior to face to face appointments and asked that KF guaranteed that this would not happen in the winter of 23/24. KF stated that he could not guarantee this as there can be both internal and external factors that impact on the decision making. The PPG member felt strongly due to personal experiences that this should not happen.
2. A member of the PPG who has been a patient for many years wanted it noting that they had always thought that the level of service provided by the practice was extremely good.

MEETING ENDED. Next PPG late Jan / early Feb 2024