




Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	6 October 2022
		Time	10:30hrs
Location Zoom Meetings			
Present Jane Horn (JH) (Chair) Paul Crosbie (PC) Angie Phillips (AP) (LHMP representative) Tad Stenzel (TS) Mike Kitching (MK) (Secretary) Sarah Culpan (SC) (LHMP) Louise Finn (LF)			

ITEM	DISCUSSION	ACTION
1.	<p>Apologies and Welcome</p> <p>a) Apologies were received from Peter Roffey, David Hayton-Hill, Malise Graham and Michelle Howard.</p>	
2.	<p>Speaker – Sarah Culpan – An overview of End of Life Care</p> <p>a) The Chair welcomed Sarah and she introduced herself.</p> <p>b) SC started at the practice in 2014 in advanced care planning.</p> <p>c) The role evolved into what was required for the LHMP population.</p> <p>d) She deals with long term conditions, care homes, carers, dementia and fragile patients.</p> <p>e) There is a lot of work with care homes, ensuring that patient wishes are acknowledged.</p> <p>f) There is a multi disciplinary team, which SC chairs, that meets weekly.</p> <p>a. Q. Do patients attend? A. The team has never been asked, but they would do if requested.</p> <p>b. The meeting discusses patients in need, ensuring that all their needs are covered.</p> <p>c. Each patients priorities are different and the team is occasionally contacted before the G.P.</p> <p>d. Q. How do patients get referred? A. This can be via the G.P., district nurse or social care.</p> <p>e. Q. How many patients are currently being reviewed? A. There are 50 on the visit list at the moment and there is a continual flow of patients.</p> <p>g) A flow of patients prefer a home environment.</p> <p>h) Q. Is it possible to die in their own home? A. Yes, but the team needs a plan so that all necessary people know.</p> <p>a. There is a need for anticipatory medicine to be available so that the patient doesn't have to go to hospital.</p> <p>b. The district nurse administers any medication.</p> <p>c. Palliative care is organised, which sits with the Leicestershire Partnership Trust (LPT), and links are created with LOROS.</p> <p>i) Q. If a patient has no backup do you contact social services? A. Yes, but this can be a very difficult situation with a concern about safety.</p> <p>a. A patient will be kept at home for as long as possible.</p> <p>j) Q. Do you think that everyone over 75 should have an end of life care plan? A. People should think about their wishes, bt things can change very quickly.</p>	

	<p>k) It was suggested that more information should be made available, possibly on the practice website.</p> <p>l) The members thought that it had been a very useful discussion, interesting and exhilarating.</p> <p>m) It was stressed that each patient is treated as an individual.</p> <p>n) The Chair thanked SC for her time and knowledge.</p>	
3. Paul Crosbie – Update	<p>a) New Surgery.</p> <p>a. PC has spoken to the head of strategy at the Integrated Care Board (ICB).</p> <p>b. They are not necessarily looking at a second provider but are looking at a second site, possibly on the MV16 Burton Road site.</p> <p>c. This will all be dependant on the Section 106 money, buildings and other finance.</p> <p>d. No one at LHMP is against a second site.</p> <p>e. The challenge will be recruitment, like the rest of the country.</p> <p>b) New Secretary of State’s ABCD.</p> <p>a. Nothing has yet trickled down from the Department of Health.</p> <p>b. It was noted that the two week referral target has been removed.</p> <p>c) Q. How many new G.P.’s has the practice recruited? A. Three by the new year, taking the total to 19.</p> <p>d) Q. How many sessions will these G.P.’s work? A. Normally 8 (4 days) but moving now to 6 (3 days).</p> <p>e) Q. What specialisations do they have? A. Two are newly qualified and the other specialises in elderly care.</p> <p>f) LHMP is a training practice.</p> <p>g) Newly qualified get the support of their peers.</p>	
4. Minutes of the Meeting of 4th August 2022	<p>a) The minutes of the last meeting were accepted as a true and accurate record of the meeting.</p>	
5. Matters Arising – Action List	<p>a) 4.c - Chairs Report – Healthwatch visit - It was agreed to invite Healthwatch to one of our meetings, once the report had been received and reviewed – link to the visit report.</p> <p>a. The report is no longer available on the Healthwatch website – ongoing.</p> <p>b) 4.d - Practice update - Can the hospital be used more? - Although the Hospital comes under Secondary Care and the Practice is Primary Care it was agreed to investigate what services were available at the hospital. AP would email MG to see if information was available at Melton Borough Council – ongoing.</p> <p>c) 4.e - Any other business – full committee - AP, JH and MK to have a meeting with a view to presenting a way forward to a future PRG meeting – completed.</p> <p>a. It was agreed that we should concentrate on the survey for now – see next item.</p> <p>d) 4.f - Matters Arising – Action List - Should the PRG rerun the survey that we used to run annually – Investigate – completed.</p> <p>a. Add Survey as an agenda item.</p> <p>b. It was agreed that we should use the survey to reinforce the practices social media messages.</p> <p>c. As the PRG agreed to focus on individual areas, it was agreed to create a survey aimed at patients Over 65.</p> <p>d. MK to create a proforma survey based on the discussions during the meeting.</p> <p>e. Produce a list showing percentages of patients by age group.</p> <p>e) 4.g - Chairs Report - There’s still no communication on Community Hubs - Ask for more information at the next joint PPG meeting – ongoing.</p> <p>f) 8.b.a - Standing Items - Optimisation of Space - Invite Sally Greaves to a future meeting to provide an update – ongoing.</p>	<p>JH/MK</p> <p>AP/MG</p> <p>MK</p> <p>AP</p> <p>JH</p> <p>AP</p>

	<p>g) 9.a - Secretary's Report - It was agreed to start the 2003 meetings in February - Dates to be published – see minutes and agenda – completed.</p> <p>h) 10.a.a - Any Other Business - PPG meetings - NAG will forward the minutes of the last PPG meeting to members – completed.</p>	
<p>6.</p>	<p>Items for Any Other Business</p> <p>a) None.</p>	
<p>7.</p>	<p>Chairs Report</p> <p>a) All the items in the Chair's report have been covered in item 3.</p>	
	<p>8. Practice Update</p> <p>a) Melton Times Article: Second Surgery News (28.09.22)</p> <ul style="list-style-type: none"> a. The Melton Times newspaper have recently posted a story about the health authority formally committing to exploring a second GP surgery in Melton Mowbray. b. STORY LINK HERE: Plans for second Melton GP surgery move big step nearer Melton Times c. Although we have not been formally involved in this discussion, we have been asked to share a statement on the latest news. d. Dr Matthew Riley, CEO of Latham House Medical Practice comments, “We are supportive of any initiatives that aim to improve access to healthcare for the community, but we remain concerned with the reality of the significant recruitment challenges facing Primary care. The numbers of doctors entering GP training has grown in recent years, but the overall strain in General Practice has led to difficulties retaining these people in Full-Time General Practice, when coupled with difficulties retaining GPs at the other end of their career, we are in a recruitment crisis nationally. These workforce shortages and rates of turnover inevitably impact on the GP services any GP Practice can deliver for patients. We look forward to engaging with the ICB further on this topic.” <p>b) Latham House Medical Practice announce award winning nurse! (04.10.22)</p> <ul style="list-style-type: none"> a. Latham House Medical Practice are delighted to announce that Lead Nurse Care Co-Ordinator, Sarah Culpan has won a Cavell Star Award for going above and beyond for her patients. <div data-bbox="231 1321 938 1915" style="background-color: #e6e6fa; padding: 10px;"> <p> Cavell Star Awards</p> <p>Lead Nurse Care Co-Ordinator, Sarah Culpan has won a Cavell Star Award for going above and beyond for her patients</p> <p>“ People often say to me that I must have a hard job but I feel like I have the most rewarding job I could ask for. I feel very privileged to care for the patients I do. Being able to make a difference in just a small way makes my job every bit worthwhile. ”</p> </div>  <div data-bbox="938 1706 1305 1915" style="text-align: right;">  </div> <ul style="list-style-type: none"> b. Latham House Medical Practice are delighted to announce that Lead Nurse Care Co-Ordinator, Sarah Culpan has won a Cavell Star Award for going above and beyond for her patients. 	

	<p>c. Cavell Star Awards are given to nurses, midwives, nursing associates and healthcare assistants who shine bright and show exceptional care to one of three groups of people: Their colleagues, their patients or patients families. Teammate and Care coordinator Claire Dutton explains why Sarah is such a worthy winner, “I nominated Sarah because she is an exceptional nurse who goes above and beyond for her patients and their families. I have only worked with her for a short time but have been really impressed with her clinical knowledge and the relationship she builds with her patients and their families. “This trust without doubt helps enhance patient care. Equally she is a strong advocate, and this is evident in her collaboration with wider agencies and other health professional within the practice. She is an excellent role model for more junior nurses and a credit to the practice.” Sarah leads a team of nurse care coordinators who provide support to patients with complex care needs. Sarah reacted to winning her Cavell Star Award, “It was an absolute shock and surprise when I realised, I was being presented with an award and that it was my colleagues who had nominated me. “People often say to me that I must have a hard job, but I feel like I have the most rewarding job I could ask for. I feel very privileged to care for the patients I do. Being able to make a difference in just a small way makes my job every bit worthwhile. I have met some wonderful patients and their families, that have let me into their lives to care for them at such a precious time. I feel very honoured and privileged. They have made me the nurse I am today. Kerry Eaves, Head of Clinical Services commented “I’m delighted for Sarah and her team, this is well deserved recognition for the exceptional care and support they give to our patients, patient families and their colleagues at work.” Paul Crosbie, Executive Manager at Latham House Medical Practice said, “This award is extremely well deserved for Sarah and her team who go above and beyond for their patients and families.”</p> <p>d. More information about the award can be found here.</p> <p>c) GP Recruitment</p> <ol style="list-style-type: none"> Recruitment of clinical staff remains a challenge with some roles achieving no applicants. We continue to look at how to utilize other clinical professionals appropriately within the Practice, with adverts out for additional Pharmacists, Paramedics and ANPs, but also exploring how we can make the GP job at LHMP more attractive to both retain and recruit great members of the GP team. <p>d) New Recruits to the LHMP Team.</p> <ol style="list-style-type: none"> Laura Meadows, Medical Administrator Dr Wood Locum GP Gemma McCarthy leaves the PCN and has been successful in securing a new role as Patient Experience Care Coordinator supporting the Management Team. Jahnavi Dabali is also returning to the Practice as a Coder & Medical Administrator. <p>e) Medical Students.</p>	
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Aaron
DAVIES

Patrick Desmond
MACALLISTER

Vinay
TANNA

Haris
MUHAMMAD

- f) Enhanced Access: Improving Access to general practice.
- a. Enhanced access is now in place, starting 01 October. Enhanced hours are implemented across the PCN, ensuring that within the PCN enhanced access to services is available for all patients as required. At the Practice this means extended hours on a Thursday from 18:30 – 20:00 and all-day Saturday.
 - b. Throughout October we will be using the Saturday hours to deliver the flu vaccines.
 - c. From November onwards, we will be seeing support to maintain our extended access, limiting the impact to staff but still providing appropriate patient services.
- g) Flu Clinics
- a. We will be running clinics for eligible patient cohorts on Saturdays throughout the winter months, starting from 1st October.
 - b. Based on current vaccine availability we aim to deliver
 - Eligible under 65's cohort- From 1st October 2022
 - Over 65's- From 8th October 2022
 - Over 50's- From 1st November 2022
- h) Covid Vaccines
- a. The Practice are contracted to deliver covid vaccines to housebound patients and care home residents only. We are in the process of delivering this programme.

i) Phone Stats: September 2022

	Queued For Group	Answered From Queue	% Answered From Queue	Missed From Queue	% Missed From Queue	Missed From Queue (Queued < 10 secs)
Total:	13894	9613	69.20%	4281	30.80%	1734

- j) Practice key messages: Recent Communications to patients
- NHS Better Health
 - Recruitment
 - Reminder of the cancellation number to call if you no longer need your appointment – this is to continue to target DNA's (did not attend's - wasted appointments)
 - Introducing new clinical roles

Meet your Primary Care team **NHS**

Advanced Nurse Practitioner

Advanced Nurse Practitioners are Registered Nurses who have completed additional training and academic qualifications to be able to examine, assess, make a diagnosis, treat, prescribe and make referrals for patients.

They are qualified to be able to make a number of decisions about diagnosis and treatment of patients.

Meet your Primary Care team **NHS**

Clinical Pharmacists

Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly.

This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.

Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions.

Meet your Primary Care team **NHS**

Care Navigator

Most GP reception staff are trained Care Navigators to help ensure patients receive the right care by the most appropriate person in a safe and effective way.

Care Navigators help identify and signpost people to available services and will help link you to the right healthcare professional. They will generally be the first contact within general practice patients will come across.

Meet your Primary Care team **NHS**

Pharmacy Technicians

Pharmacy Technicians are professional, skilled, knowledgeable and essential members of the pharmacy team who dispense and supply your medicines, and make sure they are right for you.

Pharmacy Technicians are healthcare professionals who are registered with the UK pharmacy regulator, the General Pharmaceutical Council (GPhC) for their licence to practice.

Meet your Primary Care team **NHS**

Physician Associate

When you contact primary care, we may arrange for you to see a Physician Associate. An appointment with the Physician Associate might be face-to-face, by video or by phone.

A Physician Associate is here to help you stay on top of any health concerns. They are highly skilled at diagnosing conditions and can perform physical examinations if needed. They can also arrange tests and analyse results quickly, explaining everything in detail before arranging follow-up appointments or treatments.

Meet your Primary Care team **NHS**

General Practice Nurse

A General Practice Nurse is a registered nurse who works autonomously within a Multidisciplinary Team (MDT) within General Practice (GP) surgeries as part of a Primary Healthcare Team.

They assess, screen and treat people of all ages, including babies, children and adults in addition to providing traditional aspects of nursing care such as wound care, immunisations, vaccinations, Cervical cytology sampling and hold clinics for patients with Long Term Conditions such as asthma, heart disease and diabetes.

A key role of the General Practice Nurse (GPN) is to offer health promotion advice in areas such as contraception, weight loss and smoking cessation in addition to emphasis on promoting Women's and Men's health.

Meet your Primary Care team **NHS**

Paramedics in general practice

A paramedic in primary care can recognise and manage the deteriorating patient and can manage patients with long term conditions, minor injuries, and minor illness.

They can also support patients who require second care, have fallen, have MSK problems, and have urinary tract or respiratory infections. Paramedics can supply a range of medicines through POCs, including antibiotics and analgesics.

Paramedics can support PCNs in responding to on the day demand. They can also support PCNs to improve access to care by seeing minor ailments and injuries in surgery. Paramedics can support PCNs with the delivery of Enhanced Health in Care Homes.

Meet your Primary Care team **NHS**

Mental Health Practitioner

A mental health professional is a health care practitioner or social and human services provider who offers services for the purpose of improving an individual's mental health or to treat mental disorders.

Mental Health Practitioners working in PCNs take on a 'first contact' role often based on referrals from GPs within those practices. The role will involve liaison with practice clinicians, as well as liaison with secondary care, social workers and voluntary sector staff, where appropriate, and making best use of third sector and other community opportunities for promotion of patient wellbeing and maintenance of mental health.

Meet your Primary Care team **NHS**

Care Coordinator

The Care Coordinator role may be the first point of contact for patients and are primarily responsible for arranging and supervising individual patient care.

Care Coordinators will review your health and care needs and ensure that you are accessing the right care and support. They will coordinate your support across health and social care services and develop a personalised care and support plan which brings all your care and support needs together into one plan.

Meet your Primary Care team **NHS**

Social Prescribers

A Social Prescriber will help with any social need that's affecting your wellbeing. They are there to listen to what matters to you and help find the support you need.

They'll connect you to local services, groups and activities, putting you back in control of your health and happiness. Appointments can be made in discussion with your Social Prescriber.

9. Secretary's Report
a) The new website will be launched shortly.

MK

10 Any Other Business
a) None.

11 Date, Time & Location of Next Meeting
Next PRG meeting, 2nd February 2023, 10:30, the December meeting having been cancelled.

All meetings are currently ZOOM meetings.

2023 meetings
6th April
1st June
3rd August
5th October
7th December