













Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	2 February 2023
		Time	10:30hrs
Location Zoom Meetings			
Present Jane Horn (JH) (Chair) Malise Graham (MG) Angie Phillips (AP) (LHMP representative) Sally Greaves (SG) (LHMP) Mike Kitching (MK) (Secretary) Louise Finn (LF)			

ITEM	DISCUSSION	ACTION
1.	Apologies and Welcome a) Apologies were received from Peter Roffey and David Hayton-Hill.	
2.	Speaker – Sally Greaves – Operation Manager a) The Chair welcomed Sally and she gave the meeting an overview of recent changes to building use and staff. b) Planning for Suite 5a waiting area to be converted to a combined service with IAC and Minor injuries. This should result in greater efficiency of on the day treatments for both Patients and the Practice. c) Suite 4 (IAC) will become a training suite to support our training GP's and mentor team. d) Suite 3 will be dedicated to 'able bodied' patients as the access is via stairs – a room will be available on the ground floor for any patients unable to go upstairs for consultations. e) Diabetic nurses are in suite 2 (ground floor). f) Q. Is there enough room in Suite 3? A. Yes, access is via triage. g) Immunisations and vaccinations in suite 5a provisional – plan to move to suite 1 which is bigger. h) Partners currently considering what to do with Jupes shop. More space equals more services. i) Q. What's the situation with the Mental Health nurse? A. They are still working the three days a week. j) Q. Where are they based? A. They are in Melton on Mondays and provide remote consultations on the other days. k) Q. How long have we had two diabetic nurses? A. Less than a year. l) Q. Are they taking pressure off G.P.'s? A. No, they are helping to manage our diabetic patients. m) Q. Do we have a Physician's Associate? A. Yes, we have one and a Paramedic. Both are training and their work is concentrating on Care Packages. a. Q. Are they on permanent contracts? A. Yes. n) The pharmacists are in Suite 8. a. We have just recruited a senior pharmacist. b. It's more efficient now the whole team is in one space. c. There is an advert out for another senior pharmacist. d. It was agreed that we should try and get a senior pharmacist to talk to us about their work.	AP

	<p>o) Q. Is the general perception within the practice that you are coping? A. Yes, recruiting was difficult some months ago, but we have successfully recruited and filled a lot of places.</p> <p>a. We are still recruiting for G.P.'s, pharmacists and other staff.</p> <p>p) The practice is covering the new enhanced access, Saturday, 9:00 to 17:00.</p> <p>a. It is bookings only for bloods and smears – looking to do more as required.</p> <p>b. We have a fully staffed reception team.</p> <p>q) A member passed on positive feedback on the Call Back service.</p> <p>r) Another member feedback a less than optimum case.</p>	
<p>3.</p>	<p>Minutes of the Meeting of 6th October 2022</p> <p>a) The minutes of the last meeting were accepted as a true and accurate record of the meeting.</p>	
<p>4.</p>	<p>Matters Arising – Action List</p> <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 – completed.</p> <p>a. As the report is no longer on the Healthwatch website, AP volunteered to try and locate it - completed.</p> <p>b. Secretary's note: The report was located and can be found here:- https://healthwatchll.com/wp-content/uploads/2022/05/HWLL-Latham-House-Medical-Practice-Enter-View-Report-Nov21.pdf</p> <p>b) 4.b - Practice update - Can the hospital be used more? – Action should be JH, not AP.</p> <p>a. One of the reasons that the hospital is not used more could be that it doesn't appear as a location on the referral drop down lists for all the services that it can provide.</p> <p>b. It was agreed to write to the Integrated Care Board (ICB) asking why the hospital is not on all the relevant lists.</p> <p>c. Melton Borough Council can raise this thru their Comms Team.</p> <p>d. Q. Can a list of the services provided by the hospital be obtained?</p> <p>c) 4.d - Matters Arising – Action List - Should the PRG rerun the survey that we used to run annually - Add Survey as an Agenda item – completed.</p> <p>d) 4.d.d - Matters Arising – Action List - Should the PRG rerun the survey that we used to run annually - MK to create a proforma survey based on the discussions during the meeting – ongoing.</p> <p>e) 4.d.e - Matters Arising – Action List - Should the PRG rerun the survey that we used to run annually - Produce a list showing percentages of patients by age group – ongoing.</p> <p>f) 4.g - Chairs Report - There's still no communication on Community Hubs – there a proposal for a community hub in Oakham - completed.</p> <p>a. It will be called the Rutland Hub.</p> <p>b. It will be used to develop remote monitoring of patients at home.</p> <p>c. This will attract physicians from all over the country.</p> <p>d. Funding is being bid for and the project is in its very early stages.</p> <p>e. Members had a general discussion about the hub.</p> <p>g) 4.f - Standing Items - Optimisation of Space - Invite Sally Greaves to a future meeting to provide an update – completed.</p> <p>h) 9.a – Secretary's Report - The new website will be launched shortly – completed.</p>	<p>JH MG AP</p> <p>MK</p> <p>AP</p>
<p>5.</p>	<p>Items for Any Other Business</p> <p>a) None.</p>	

<p>6. Chairs Report</p>	<p>a) The chair highlighted that Sarah Culpin, our speaker at our last meeting has been awarded the Cavell Star. A full description appears in the Practice Update in the minutes of the previous meeting.</p> <p>b) It was agreed by the members that the chair would write to Sarah and offer our congratulations and best wishes.</p>	<p>JH</p>								
	<p>7. Practice Update</p> <p>a) Recruitment</p> <ol style="list-style-type: none"> a. We are delighted to welcome our new starters to the Practice. b. Tracy Piper – the new PCN Manager started on 3rd January 2023. c. Dr Apoorva Saxena also joined us as a Salaried GP, on 3rd January 2023. d. Jackie Lyles on 23rd January & Helen Clark on 30th January both joining the cleaning team. e. Also on 30 January, we welcomed our new Medical Students. They will be on placement with us for 6 weeks, from Monday 30 January to Friday 10 March <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td>Sana AFTAB</td> <td>Nazneen ALI</td> <td>Sara HASSAN</td> <td>Saman Haajira MUMTAZ</td> </tr> </table> <ol style="list-style-type: none"> f. Other new starters with dates TBC include: g. Monika Patel will be joining us as a Phlebotomist (TBC). h. Larissa Jaskot will be joining us as a Medical Administrator (TBC). i. Ashton Peters will be joining us as the Office Junior (TBC). j. Kerbie Wright will be joining us as a Medical Administrator (TBC). k. And finally, Corinne Penycate will be joining the HCA team (TBC). l. It is with regret that we wish to inform you that Kim Davison will be leaving the Practice on 27 January. Kim joined our HCA team in April 2019. <p>b) Communications focus:</p> <ol style="list-style-type: none"> a. Following a very busy winter illness period where we saw IAC reach capacity on more than one occasion, we will be targeting proactive communications to inform on common illnesses and how to treat at home before urgent care. More on this will follow, hoping to collaborate with community nursing to deliver comms into schools and childcare settings as well as across Practice formats. b. Notice boards at the Practice are being refreshed. c. •The entrance to Reception will be updated as a space for campaign communications within IP&C guidelines. <p>c) Blood test results via SMS:</p> <ol style="list-style-type: none"> a. This is a service we introduced for patient convenience and Practice efficiency. We continue to monitor this tool for continuous improvement of either messaging or process efficiency. The key message for patients is to act on any message asking them to get in touch. 					Sana AFTAB	Nazneen ALI	Sara HASSAN	Saman Haajira MUMTAZ	
										
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8.	<p>Secretary's Report</p> <ul style="list-style-type: none"> a) The new website has been launched. b) The response from the members was positive. c) We will be using it to share communications. d) Q. Can people send in questions? A. Users will be able to send questions to us from the website using the prg@lathamhouseprg.org.uk email address. 	
9.	<p>Any Other Business</p> <ul style="list-style-type: none"> a) None. 	
10	<p>Date, Time & Location of Next Meeting</p> <p>Next PRG meeting, 6th April 2023, 10:30, the December meeting having been cancelled.</p> <p>It was agreed that the secretary should contact NAG and DHH as they've not attended recent meetings.</p> <p>All meetings are currently ZOOM meetings.</p> <p>2023 meetings</p> <ul style="list-style-type: none"> 6th April 1st June – to be discussed. 3rd August 5th October 7th December 	MK