

Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

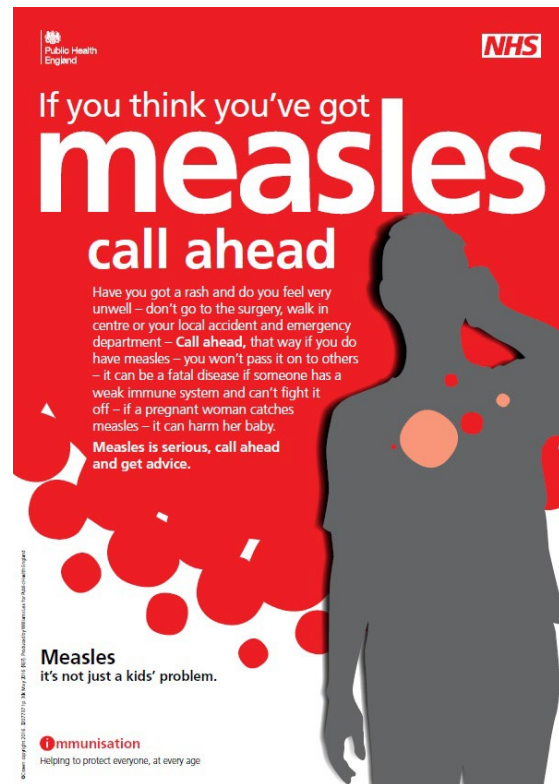
Meeting	LHMP PRG	Date	3 August 2023
		Time	10:30hrs
Location Zoom Meetings			
Present Jane Horn (JH) (Chair) Nishita Andrea Ganatra (NAG) Angie Phillips (AP) (LHMP representative) Tracey Piper (TP) (PCN manager) Mike Kitching (MK) (Secretary) Julian Crew (JC)			

ITEM	DISCUSSION	ACTION
1.	Apologies and Welcome a) Apologies were received from Peter Roffey (PR), Louise Finn (LF) and David Hayton-Hill (DHH).	
2.	Speaker a) Helen Cullinan – Community Engagement Officer – LOROS was going to attend, but unfortunately an email problem at the LOROS end meant that she never received the meeting details. b) It was agreed to invite her to the December meeting. c) Following a discussion among members it was agreed to invite Charity representatives to join the PRG. a. A list of charities, held by the practice will be shared. b. An email template will be created to send to the charities.	 MK AP/MK AP/MK
3.	Practice Update –Angie Phillips a) Staff: a. Joining • Student Nurse. Kira McKinder -3rd July to 1st September. • Coil nurse Julie Milsom joined on 18 July. b. Leaving • Alison Kowal will be leaving the Practice on 3rd August. Alison joined the Practice in May 2021 as an HCA. • Heather Stockdale will be enjoying her well-earned retirement in September. • Dr Graeme Pettifer will be leaving us on 1 September. Graeme and his family have been planning to emigrate to Canada, where he has family. c. Current roles vacant • Paramedic • Nurse • Clinical pharmacist	

b) **Practice Key Messages**

a. **Measles**

- i. If you have a rash and feel very unwell, please **DO NOT** visit the Practice, walk in centre or your local A&E department – **CALL AHEAD FIRST**. That way, if you do have measles, you won't pass it on to others. Measles can harm an unborn baby or be a fatal disease if someone has a weak immune system. **Measles is serious, call ahead and get advice.**



c) **ICB – Get in the Know this summer.**

- a. The ICB (Integrated Care Board) are promoting top tips to help reduce the risk of asthma attacks, including inhaler techniques. [The Get in the Know this summer](#) webpage has some helpful information.

d) **Local H&W**

- a. [Click HERE to access the Mental Health & Wellbeing support booklet](#)
- b. The booklet contains information about services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing.

e) **Operations**

a. **Patient Triage replaces Engage Consult**

- i. **Latham House Medical Practice** will use Patient Triage as an Online Consultation platform from 1st July 2023.
- ii. Latham House Medical Practice have been operating an online patient triage system called Engage Consult since June 2020. Following a review of this service and to enable greater accessibility for patients, we will now be switching to the online contact tool called **Patient Triage**, provided by AccuRx.
- iii. Patient Triage enables patients to report medical issues, submit an administrative request, and seek self-help guidance, just like Engage Consult. The practice will triage the request and responds within a stated timeframe.

For all current users of Engage consult – no further action is needed, you will just follow the links from our website and continue to submit your request as before using the new platform.

For all patients who have not used our online patient triage, please follow the links on our website which will take you directly to the website to raise your request.

[Please watch the short demo of how to use Patient Triage](#)

b. How does Patient Triage work?

- i. Patients access Patient Triage via a link on the practice's website or through the NHS App. When the patient clicks on the link from the Practice website, this opens a webpage which offers the patient the ability to:
 - **Seek self-help** – this links to NHS guidance.
 - **Submit a medical request** – patients are asked a few short generic questions.
 - **Submit an admin request** – patients are asked questions specific to their request type.
- ii. Contact via Patient Triage is for NON-URGENT requests – just as it was with Engage Consult.

c. Benefits to Patients

- Easy to access: no app, no account needed – patients simply go to the webpage.
- Convenient: available 24/7, so patients can submit requests at a time that suits them
- Faster: requests are quick and simple to submit, and no need to wait on hold over the phone
- Requests can also be sent from the NHS App.
 - i. Engage Consult will no longer be accessible to patients after 3:30pm on Tuesday 27th June 2023 to enable the changeover of the technology and to ensure that all previously received Engage Consult contacts can be actioned and closed appropriately.
 - ii. We would like to thank our patients for their understanding.

f) Process for complaints about NHS Primary care is changing:

- a. <https://www.lhmp.co.uk/2023/07/04/the-process-for-complaints-about-nhs-primary-care-services-is-changing/>

g) Extended wait times for routine appointments with some of our GP Team

- a. <https://www.lhmp.co.uk/2023/04/06/extended-wait-times-for-routine-appointments-with-some-of-our-gp-team/>

h) Question from JH from last meeting re: Paramedic attendance

- a. Just following on from our last call – you asked regarding paramedics / first responders being actively told to ignore patient wishes if attending in an emergency.
- b. I said I would ask Suzie, our practice paramedic and she has shared the below information.
- c. Hope this helps clarify things – it's very interesting what they have to work with when attending. New to me too.
- d. I think if we can add this to the next meeting minutes as AOB that would be fab please and then we can share it wider.

Hi Angie – if a patient has their wishes documented on an Advanced Care Plan and / or a Respect form then these are both recognised by a crew when attending a patient. The Community First Responders should do the same, and as they don't have the capability to transport they would wait for the ambulance to arrive then support them in decision making.

Paramedics are absolutely not trained to ignore a patient's records or wishes, but they only have access to the Summary Care Record and not the full S1 record. As with any health care professional a patient's wishes are always taken into consideration and a discussion will be had where options available can be considered. However, if a patient is

seriously unwell and unable to communicate the 'best interest' acts will be taken to preserve life and promote recovery in the absence of any further information, which can include CPR and / or transport to hospital; this is why we encourage ACP and Respect forms as a way to have that information available in an emergency, it takes an awful lot of stress and upset out of an already emotionally tense situation if wishes are known by the family and recorded.

Neither the ACP or the Respect forms are legally binding and sometimes the crew's hands are tied (good example is not being able to arrange a community bed or help at home for someone who has become suddenly immobile), but in Leics now they do have the support of a Hub staffed by a consultant geriatrician which seems to be getting great results in supporting crews to keep patients at home.

The only legally binding document in this regard is an Advanced Directive of Treatment, which needs to be drawn up whilst the patient has mental capacity to do so. You can also have a Lasting Power of Attorney for Health, where the patient nominates someone to make decisions around their care when they are no longer able to do so. Again these decisions are made with that person in consultation, so it's not always possible to fulfil the wishes if circumstances dictate.

i) **Other News**

- a. The Big Tea – Weds 5th July



- i. Thank you to everyone who took part and sold, baked or ate cakes as part of this fundraising event. We raised a massive £243.88



- iii. Special thanks to **Linda, Angela, Matt & Shelly** for manning the stall but also HUGE thanks to everyone who contributed or purchased.
- iv. The funds raised were split between NHS Charities together and Breathing Space.

j) **Did Not Attend (DNA)**

- a. In the previous month, there were 247 GP appointments missed.

4.	Minutes of the Meeting of 8th June 2023 a) The minutes of the last meeting were accepted as a true and accurate record of the meeting.	
5.	Matters Arising – Action List a) 3.b.f.i - Practice update – Angie Phillips – Telephone answering speeds - What are call answering speeds looking like? – on-going, will try to make this a regular part of the practice update. b) 3.b.g.i - Practice update – Angie Phillips – Number of GP’s - What is the current No of GP’s at LHMP? – full details provided in the minutes of the meeting – completed. c) 5.a – Matters arising - Speaker – Paul Crosbie – Practice Manager - The underuse of Melton Hospital is a cause of concern - It was agreed that JH would email the Integrated Care Board (ICB) to acquire further information and write to Alicia Kearns. a. The reply from Alicia Kearns was discussed. b. NAG asked for a copy of the original email to take to the ICB meeting in September. d) 5.c - Matters Arising – Action List - Should the PRG rerun the survey that we used to run annually – The proforma survey had been distributed to members. a. It was agreed that any feedback from members would be sent to MK by the end of August. b. Possibly we could deliver copies to charitable groups. c. To be added to the agenda for the October meeting. e) 7.c.a - Chairs Report - The chair to write to MG to thank him for his time and effort on the PRG – completed. f) 9.a.c.i – Matters arising - Any Other Business - NAG report – LLRICB 5 year plan - Documents and links to be shared – completed. g) 10 – Matters arising - Date, Time & Location of Next Meeting – proposed 2024 dates – completed. a. It was agreed to move the April meeting by one week. b. The 2024 meetings dates are listed in Item 10 of these minutes.	<p style="text-align: center;">AP</p> <p style="text-align: center;">JH/NAG</p> <p style="text-align: center;">ALL</p> <p style="text-align: center;">MK</p>
6.	Items for Any Other Business a) None.	
7.	Chairs Report a) Most of the items for the Chairs report had already been discussed earlier in the meeting. b) It was agreed that JH would reply to the Alicia Kearns letter regarding the members concerns regarding the last paragraph.	<p style="text-align: center;">JH</p>
8.	Secretary’s Report a) Nothing further to report.	
9.	Any Other Business a) Communication. a. Covered in item 2.c.b.	
10	Date, Time & Location of Next Meeting Next PRG meeting, 5th October 2023, 10:30. All meetings are currently ZOOM meetings. 2023 meetings 7th December	

	2024 meetings 1 st February 11 th April 6 th June 1 st August 3 rd October 5 th November	
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