

Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	5 October 2023
		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.	Apologies and Welcome a) Apologies were received from Peter Roffey, David Hayton-Hill and Aysha Rahman.	
2.	Speaker – no speaker this month	
3.	Practice Update – Angie Phillips a) Staff. a. Joining. i. On Monday 11th September, we welcomed 4 new Medical Students. They will be in placement with us for 6 weeks, from Monday 11th September till Friday 20th October. b. Leaving. i. Heather Stockdale will be enjoying her well-earned retirement in September. ii. Zeinab Memon – a clinical pharmacist who leaves 19 October. b) Practice Key Messages	



- a. NHS England has announced plans for the delivery of this year's autumn and winter flu and Covid-19 programme.
- b. **All eligible people can now book their Covid-19 and flu vaccinations at Latham House Medical Practice.**

The autumn Covid vaccine is available for:

- people who are 65 and over
- residents in a care home for older adults
- persons aged 6 months to 64 years in a clinical risk group
- frontline health and social care workers
- persons aged 12 to 64 years who are household contacts of people with immunosuppression
- Persons aged 16 to 64 years who are carers and staff working in care homes for older adults.

The flu jab is available for:

- those aged 65 and over
- those aged 6 months to under 65 years in a clinical risk group
- pregnant women
- those in care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline health and social care workers
- all children aged 2 or 3 years on 31 August 2023
- school-aged children (from Reception to Year 11).

How to book your vaccinations

FLU

We are booking flu vaccinations for eligible patients now at our winter clinics.

We have available clinics on:

- Saturday 14th October 2023
- Thursday 19th October 2023

Please get in touch to book your vaccinations at the Practice by contacting us at:

- Request an appointment online via Patient Triage by AccuRx or on the NHS App.
- Email us at llricb-llr.general.enquiries@nhs.net
- Call us 01664 503000
- Pop in and speak to a member of the team

Where possible and appropriate, we will also be offering the flu vaccination as part of existing health monitoring appointments.

Covid-19 vaccinations

All eligible patients can book their Covid-19 vaccine via the [National Booking Service](#). Latham House Medical Practice will be listed as a venue.

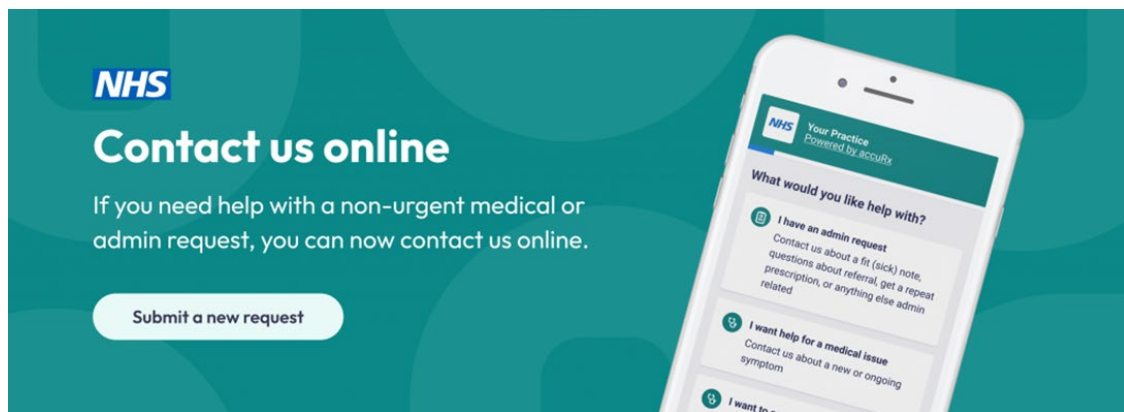
The NBS will be regularly updated with appointments as they become available so, please remember to check back regularly if you aren't able to find an appointment at a suitable time or location.

Call 119

A mobile vaccination service will also be visiting local communities so people can get their vaccinations without making an appointment. For a full list of upcoming mobile vaccination service clinics can be found here <https://leicesterleicestershireandrutland.icb.nhs.uk/c>

c) **Operations**

- a. Patient Triage – Contacting the Practice online



Click the image above to be taken to the online page.

Patient Triage is an online contact tool for patients to contact their GP Practice with non-urgent questions, requests, or queries.

Accurx Patient Triage frees up the Practice phone lines and saves the patient time with **simple online access** that is **fully integrated** with the clinical system.

How can I contact you online?

- You can use Patient Triage online via clicking the 'Consult with your GP' on our website home page or via the NHS App.
- You can now get in touch with your practice to submit a medical query/admin request through the NHS App.
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Benefits to Patients

- Easy to access: no app, no account needed – patients simply go to the webpage.
- Convenient: no need to call or walk in
- 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.

How does patient triage work?

To address call times and appointment appropriateness we are trialling a new triage model utilising our GP Partners in the process. We have had initial success, fielding patient queries and requests received online much quicker and without the need for a GP appointment.



We will be implementing a 2week trial of this system in November across our non-urgent calls to the Practice too. This means that when a patient contacts us by phone, they will be asked the same questions as if completing an online contact form.

The questions are:

- Is this an admin query or a medical issue?
- The patient will be asked some concerning symptoms questions to establish if the clinical concern is an emergency.
- Please describe the medical problem.
- How long have these concerns or symptoms been going on?

- Have they got better or worse?
- Is there anything you are particularly worried about?
- How would you like us to help?

This information will then be filled in on the contact form by our call handler & then triaged by a Partner GP who will assess the best onward recommendation for the patient need.

The patient will then be contacted by the Practice within 48 hours of their call, with an appropriate appointment or advice.

We will always have arrangements in place to deal with truly urgent medical cases on-the-day.

This new way of working will enable us to:

- Speed up the call contacts, reducing call wait time. (Key patient concern shared in the recent Patient Feedback Survey)
- Maintain attention to urgent on the day needs. (Urgent calls will follow normal pathways)
- Clinically assess patient need, ensuring right appointment at the right time. (Leading to reduced wait times for routine appointments as we respond to need appropriately).

d) **Other News**

- a. We are working towards achieving **Active Practice status** – this will involve actively promoting and enabling wellbeing for our staff and patients. This already works well with our wellbeing approach as we have just competed in our walking for wellness month aiming to walk 50 million steps in the month. We're still gathering totals from staff but it's been a great challenge. More to follow.
- b. Macmillan Coffee Morning 29 September 2023
 - i. Thank you to everyone who took part and sold, baked or ate cakes as part of this fundraising event. **We raised a massive £260!**

Special thanks to **Linda & Matt** for manning the stall



10 Date, Time & Location of Next Meeting

Next PRG meeting, 7th December 2023, 10:30.

All meetings are currently ZOOM meetings.

2024 meetings

1st February

4th April – Easter holidays

6th June

1st August – Summer holidays

3rd October

5th December