

Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	7 December 2023
		Time	10:30hrs
Location Zoom Meetings			
Present			
Jane Horn (JH) (Chair)		David Hayton-Hill	
Angie Phillips (AP) (LHMP representative)		Tad Stenzel (TS)	
Mike Kitching (MK) (Secretary)		Helen Cullinan (HC)(LOROS)	
Louise Finn (LF)			

ITEM	DISCUSSION	ACTION
1.	<p>Apologies and Welcome</p> <p>a) Apologies were received from Peter Roffey and Aysha Rahman.</p>	
2.	<p>Speaker – Helen Cullinan, Community Engagement Officer, LOROS</p> <p>a) HC is the Community Engagement Officer for LOROS across Leicester, Leicestershire and Rutland.</p> <p>b) LOROS stands for Leicestershire and Rutland Organisation for the Relief of Suffering.</p> <p>c) They have 5 clinical care nurses, of which one is funded by the NHS. The rest are funded by fund raising.</p> <p>d) LOROS have 31 beds split across two wards, with some single rooms.</p> <p>e) They cater for cancer, chronic heart failure, Motor Neuron disease and other life limiting conditions with an incurable diagnosis.</p> <p>f) End of life care is provided at home or in the hospice.</p> <p>g) They provide palliative care for patients that are not going to get better.</p> <p>h) End of life covers the last two or three weeks.</p> <p>i) Patient care day therapy is provided every other Tuesday between 10 and 5. See the website (below) for further information.</p> <p>j) They can provide a befriending service and volunteer visits are possible. Telephone befriending is also available.</p> <p>k) LOROS can access Systmone to allow for contact with medical teams.</p> <p>l) LOROS recently merged with Dove Cottage and work closely with Rainbows.</p> <p>m) There is a fundraising team and they are associated with De Montfort university.</p> <p>n) Q. How many patients do you deal with? A. So far for 2023, 2080 of which 580 were treated on a ward. The average stay in the hospice is 15 days.</p> <p>o) They are 380 employees and approximately 2000 volunteers.</p> <p>p) There are counsellors for patients, families and staff.</p> <p>q) Access to LOROS is via a referral from a clinician.</p> <p>r) There is a waiting list.</p> <p>s) There are a number of bereavement hubs.</p> <p>t) Details of these and for further information please visit the website at LOROS Hospice: Free care and support for terminally ill patients.</p>	

- 3. Speaker – Pip Alnatt, Leader, Melton Mowbray Borough Council**
- a) Unfortunately, Pip was unable to attend.
 - b) However, he passed on the following message:
 - a. Following discussions with the ICB over the last eight months the preferred option for the second surgery in Melton is to use Parkside.
 - b. It will take approximately two years before it's available.
 - c. LHMP will be able to apply to run the second surgery.
 - d. PA is attempting to get the council to provide 5 or 6 parking places at Parkside.
 - e. At this time, no further information is available to us.

- 4. Practice Update – Angie Phillips**
- a) **Staff.**
 - a. Joining.
 - i. In December we welcomed 4 new Medical Students who will be on placement with us for 6 weeks, from Monday 4th December – Friday 26th January. In addition to 2 new ST1 registrars. They will be with us until April 2024
 - b. Leaving.
 - i. Dr Apoorva Saxena, Salaried GP
 - ii. Dr Penny Finn, Salaried GP.
 - iii. Monika Patel HCA.
 - iv. Helen Grant Prescriptions team.
 - b) **Practice Key Messages**

We are improving our appointment system.

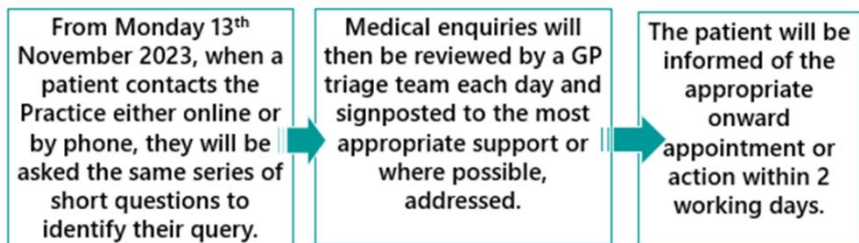
In response to patient feedback relating to appointment availability and difficulties with contacting us on the phone, we are introducing a new Clinical Patient Triage system.

This means every medical enquiry is triaged by one of our GPs first.

From 13th November 2023 you will be asked to complete an online form through our website or the NHS App, and this will enable us to direct your query to the most appropriate person who can help you as quickly as possible.

If you call us, our staff will complete this form for you over the phone.

How it works



This new working process will enable us to:

- Speed up the call contacts, reducing call wait time.
- Maintain attention to urgent 'on the day' needs.
- Clinically assess patient need, ensuring right appointment at the right time.
- Reduce routine GP appointment wait times.



c) **Digital Suite**

- a. The practice has now secured Section106 money from Melton Borough Council and the project to create a Digital Consultation Suite in Suite 5 can now begin. The aim of this suite is to allow an MDT style of working to manage patient contacts and demands.
- b. There are multiple workstreams with this project including some enabling works to existing services.
- c. Works are planned to start on the weekend of 13th January.
- d. Below is the plan of works for January (subject to change)



Construction Schedule								
Week Commencing 08/01/2024								
Contractor	Works	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Playfords	Switch Change							
Week Commencing 15/01/2024								
Contractor	Works	Mon	Tue	Wed	Thu	Fri	Sat	Sun
M & G	Clear Area							
	Construct New Wall							
	Fit Doorway							
In house	Run Cabling For Electronic Door							
Week Commencing 22/01/2024								
Contractor	Works	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Michael Stevenson	Decorate Room Internal							
	Decorate External Wall							
Week Commencing 29/01/2024								
Contractor	Works	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Excellsiior Flooring	Lay Flooring							
M & G	Fit worktops							
	Fit windowboards							

- e. The majority of works in this phase will be carried out over the weekends to avoid disruption, however some works will be during working hours.
- f. We will be informing patients through comms on site.

d) **New Admin Uniform**

- a. Staff feedback, shared last year through the Your voice meeting, suggested that we needed to review the current Admin uniform at work.
- b. Staff shared that the old uniform was unpleasant to wear in the heat and offered no help when the weather was colder, consequently people were having to layer up on top of their uniform.
- c. The Partnership team discussed the topic and concluded that a uniform was required but that they were open to new ideas.
- d.
- e. Following our PCN colleagues' success with the same dilemma we have now implemented Admin scrubs!
- f. Breathable fabrics, practical cut, and all-round improved comfort, AND you can wear trainers. A great example of listening to feedback and working together to find the right solution.



	<p>e) Other News</p> <ul style="list-style-type: none"> a. The practice will be participating in the Save the Children fundraiser – Christmas Jumper Day. b. There was a Practice takeover Parkrun on Saturday 11th November. <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	
<p>5.</p>	<p>Minutes of the Meeting of 5th October 2023</p> <ul style="list-style-type: none"> a) The minutes of the last meeting were accepted as a true and accurate record of the meeting. 	
<p>6.</p>	<p>Matters Arising – Action List</p> <ul style="list-style-type: none"> a) Unfortunately, due to a technical problem with secretary’s computer, no further minutes were able to be taken. b) Hopefully, there will be time at the next meeting to cover any items that were missed. 	
<p>7.</p>	<p>Items for Any Other Business</p> <ul style="list-style-type: none"> a) See Item 6. 	
<p>8.</p>	<p>Chairs Report</p> <ul style="list-style-type: none"> a) See Item 6. 	
<p>9.</p>	<p>Secretary’s Report</p> <ul style="list-style-type: none"> a) See Item 6. 	
<p>10</p>	<p>Any Other Business</p> <ul style="list-style-type: none"> a) See Item 6. 	
	<p>11 Date, Time & Location of Next Meeting</p> <p>Next PRG meeting, 1st February 2024, 10:30.</p> <p>All meetings are currently ZOOM meetings.</p> <p>2024 meetings</p> <ul style="list-style-type: none"> 4th April – Easter holidays 6th June 1st August – Summer holidays 3rd October 5th December 	