

Latham House Medical Practice Patient Reference Group

MINUTES OF MEETING

Meeting	LHMP PRG	Date	1 August 2024
		Time	10:30hrs
Location Zoom Meetings			
Present Jane Horn (JH) (Chair) Paul Crosbie (PC)(LHMP Practice Manager) Angie Phillips (AP) (LHMP representative) Liz Draper (LD)(prospective new member) Mike Kitching (MK) (Secretary) Louise Finn (LF)			

ITEM	DISCUSSION	ACTION
1.	<p>Apologies and Welcome</p> <ul style="list-style-type: none"> a) Apologies were received from Peter Roffey, Michelle Howard and Helen Cullinan. b) LD and members introduced themselves. 	
2.	<p>Practice Update – Paul Crosbie</p> <ul style="list-style-type: none"> a) New GP's. <ul style="list-style-type: none"> a. A new GP started in June. b. Week commencing 12th August, three news GP's will start. c. A further GP will start with us in October. d. This will allow for an additional 28 sessions per week. b) The practice has taken on a new system, ACURX, to ease pressure on the phone system. <ul style="list-style-type: none"> a. In January, there were 2500 calls per month, with an answering rate of 40%. b. In June, that had reduced to 1800 calls per month, with an 80% answering rate. c. ACURX is managing 1000 calls per month. d. There are three GPs triaging ACURX requests and then signposting or actioning those requests. e. Appointments are being reorganised to allow faster access to GPs. c) The practice has been given no notification of any changes relating to the change of government. d) The result of a vote on GP industrial action is due today. <ul style="list-style-type: none"> a. If carried, then GPs will start a work to rule. b. This will cause a reduction in the number of appointments available. e) Q. Do you have the capacity to manage the increased number of patients in the borough? A. The practice is planning to make more use of the Asfordby surgery by expanding opening times. f) Q. Any news on the use of space at the Melton hospital? A. Not at this time. g) Q. Is there a guide on using the ACURX system? A. It was noted that the system is only available during practice opening hours. This is restrictive for an online system. A. These points were noted. h) The results of the recent survey showed: <ul style="list-style-type: none"> a. 93% trusted the healthcare professional they came into contact with. b. 92% felt their needs were met. c. 77% felt the healthcare professional showed care and concern. d. Reception staff had an 81% approval rating. 	

	<ul style="list-style-type: none"> i) A colleague is looking to retire but is staying on to review frequent attendees and work to cut back on Do Not Attends. j) Q. Is there any data on potential patient numbers due to the new housing? A. No, but the Section 106 money will be used for expanding capacity. k) It was noted that the Integrated Care Board (ICB) had asked to talk to the local Primary Care Network (PCN). l) The practice has a new website – www.lathamhouse.nhs.uk – which has to conform to NHS standards and has been setup by a new provider. <ul style="list-style-type: none"> a. All information that’s provided has to be NHS based. b. The existing website – www.lhmp.co.uk - will remain available for a year. 	
3.	Council update – Pip Alnatt, Leader, Melton Mowbray Borough Council <ul style="list-style-type: none"> a) There was no report for this meeting. 	
4.	PCN PPG meeting feedback – Angie Phillips <ul style="list-style-type: none"> a) It was apparent from the discussions that all PPG’s were facing the same problems, including recruitment of members. b) There was agreement that ACURX needs more information on “how to use” and better comms. c) Only 24% of patients had spoken to a pharmacist before the surgery. d) Add capacity at Melton Hospital to the next agenda. 	MK
5.	Minutes of the Meeting of 7th December 2023 and 1st February 2024 <ul style="list-style-type: none"> a) The minutes of both meetings were accepted. 	
6.	Matters Arising – Action List <ul style="list-style-type: none"> a) 2.q / 5.b – Charities / Local Groups – to be invited to speak to us – it was agreed to take this off-line and report back at a later meeting – to be marked as completed. <ul style="list-style-type: none"> a. It was agreed that we should ask a representative of the ICB to come and speak to us – members to jot down their questions before organising the meeting. b) 3.d - Speaker 2 - A member had a question regarding the sharing of data between hospital consultants and the practice – it was confirmed that the practice does get access to the information provided by hospital based consultants – completed. c) 5.e - Matters Arising - Speaker – Paul Crosbie – Practice Manager - The underuse of Melton Hospital is a cause of concern - NAG asked for a copy of the original email to take to the ICB meeting in September – email provided – response awaited – NAG is currently on maternity leave - on-going. 	ALL
7.	Items for Any Other Business <ul style="list-style-type: none"> a) There is a need, in common with other PPG’s, to increase the membership, to allow for projects to be undertaken without putting too much stress on a few individuals. <ul style="list-style-type: none"> a. Add to agenda. b) Members not currently attending – email TD/JC/PR. c) Create a survey covering attendance, preferred meeting times and the website. 	MK MK
8.	Chairs Report <ul style="list-style-type: none"> a) No report this meeting. 	
9.	Secretary’s Report <ul style="list-style-type: none"> a) It was agreed that we wouldn’t consider an AGM until the results of the survey had been analysed. 	

10	<p>Any Other Business</p> <p>a) Could all members please check the proposed dates in section 11 and give any feedback, thank you.</p>	ALL
11	<p>Date, Time & Location of Next Meeting</p> <p>Next PRG meeting, 24th April 2024, 10:30.</p> <p>All meetings are currently ZOOM meetings.</p> <ul style="list-style-type: none"> • 2024 <ul style="list-style-type: none"> 5th December • 2025 (proposed) <ul style="list-style-type: none"> 6th February 3rd April 5th June 7th August 2nd October 4th December 	