



LINDEN HALL SURGERY
PATIENT PARTICIPATION GROUP
MINUTES FROM MEETING HELD
TUESDAY 13rd MARCH 2024

PRESENT

Dr Waldendorf	Senior Partner
Susie Murphy	Practice Manager
Jo Malpass	Deputy Practice Manager
Chris Plant	

6 Patient Group Members

APOLOGIES

3 Patient Group Members

AGENDA

1. WELCOME

2. GENERAL UPDATE

The clinical team within the surgery has grown further since the previous meeting of the PPG, with the addition of several Doctors joining our clinical team.

3. PHARMACY FIRST

Pharmacy First is an NHS initiative, commencing on 1st April 2024, to further integrate services offered by our local pharmacies to support and supplement those services offered by Doctors and the NHS. Pharmacists will be able to give advice on a range of conditions and suggest medicines that can help. They will also be able to offer treatment and prescription medicine for some conditions, without a patient needing to see a GP (hence the name 'Pharmacy First'). Pharmacists will be able to treat 7 common health conditions: sinusitis, sore throats, earache, infected insect bites, impetigo, shingles, and uncomplicated urinary tract infections in women; they will then update patients GP records. GP practices and out of hours services (e.g., NHS 111 service, urgent treatment centres or emergency departments) will also refer patients to this new service should it be the most appropriate treatment for a patient. Within Linden Hall, the clinical team will signpost patients to this new initiative, although patients will be able to self-refer direct to all our local pharmacy outlets. The group agreed to revisit this point within the next meeting to share experiences; feedback can then be shared with appropriate parties within the NHS.

4. TRIAGE DATA UPDATE

Data was presented to the meeting detailing activity within the triage system covering recent days, together with comparisons from previous weeks. The group discussed issues impacting the demand on the system resulting in marked changes in the number of triage enquires received by the surgery within a specific date or time period (e.g increased numbers of triage enquiries submitted on day of meeting could be linked to notification of surgery closure due to training on following day), and the pattern of triage enquiries received day on day and within time periods during the working day.

Discussions also explored the impact on telephone usage since the introduction of the on-line triage system and the staffing changes which had been implemented to support clinical needs and patient demand patterns.

The group discussed their own personal experiences, and those of other patients who had approached group members to bring forward their thoughts to the meeting, of the triage system. It was agreed that improvements could always be made, and suggestions from patients will help improve and shape the triage enquiry system for the future.

5. NEWSLETTER

Historically, the newsletter has been produced by the Surgery, but it was proposed that perhaps this could become part of the Patient Participation Group responsibilities. This could lead to a more frequent publication, reflecting the information Patients would like made available. The meeting discussed the possible progression of this item, with interested parties to contact Chris with a view to creating a working party rather than the responsibility falling on an individual.

6. NEW BUILD IN MUXTON

As discussed at the meeting in January, our surgery at Muxton will see many changes over the next few months. Planning permission has now been granted for 5 new clinical rooms within the surgery, and building work will commence before the end of this month. It is envisaged that initially work will not impact services offered within Muxton surgery, although it may be necessary for temporary closures at times during the project.

7. COMPLAINTS PROCEDURE

Complaints provide the surgery with an important insight into how services and procedures can be improved and therefore are always embraced as an opportunity for learning and improvement.

The group discussed the procedure followed when a complaint is received, and also the categories within which complaints fall. Many issues raised by patients are unfortunately outside the control of the surgery (e.g parking, actions of third parties not linked with the surgery); these concerns are still important, and the surgery constantly strives to take action to make improvements to these areas wherever possible.

Every complaint is taken very seriously by the surgery. The circumstances are fully investigated for each concern or issue raised to gather information and evidence, when the information has been collated issues are discussed and action plans agreed, keeping the patient updated at every stage of the investigation.

8. ANY OTHER BUSINESS

- Identification and support of patients requiring help and treatment.

A question was raised regarding the identification of patients who are unwell or may require additional support or treatment packages. Dr Waldendorf advised the group that the surgery adopted a positive approach to the support of patients who had previously diagnosed illness' (for example cancer, end of life, COPD and many others) but also those with a new diagnosis who will benefit from additional help, information or treatment while they access on-going treatment plans, through the use of electronic searches and clinical staff diligence.

Patients with "acute" illness's prove a little harder to identify. However, through the support of the hospital outreach teams, District Nurse Team and the Paramedics working within the surgery, who frequently visit patients within their own homes when they are too unwell to visit the surgery, Linden Hall is offering high service levels to patients when they need it most.

- Preventative Health Programmes

Does Linden Hall Surgery promote any preventative health programmes?

Dr Waldendorf confirmed that the surgery currently promotes a positive approach to preventative healthcare with blood pressure machines being found in both surgeries for patient use and health check appointments being available for patients aged between 40 – 75 who have no existing medical diagnosis and would therefore not usually see a GP on a regular basis. He added that he hoped that further services would be available within the surgery in the near future. The surgery can signpost patients to external services such as "Healthy Lifestyles" which is funded by Telford & Wrekin Council, who offer help and advice on smoking cessation, healthy eating, reducing alcohol intake, weight loss etc.

- PSA Testing

Does the local event by the Lions Club have an impact on the surgery?

The group discussed the positive impact on men's health from the annual local event. However, it does create additional demand on GP resources as many patients require additional support to discuss results as there is very limited medical support available following the event.

PSA testing is available through the surgery following a GP consultation, all year round should patients have any concerns or health issues.

- Terms of Reference for group

This area was discussed briefly at the January meeting. Dr Waldendorf agreed to investigate, to be added to agenda for discussion at next meeting.

9. DATE OF NEXT MEETING

Tuesday 23rd April 2024, 18:30hrs

Linden Hall Newport Surgery