### Alwoodley Medical Centre

### PPG meeting 11th January 2018

**Present:** Keith Reynolds (KR); Dick Killington (DK); Jane Bradshaw (JB); Karen Winspear (KW - Office manager), Brenda Metcalfe (BM), Shelley Ross (SR), Carolyn Holroyde (CH)

**Apologies:** Dr Giles Manchester (DrM); Hilary Rhodes (HR); Christine Crowson (CC), Michelle Whittaker (MW), Margot Clements (MC)

**Copies to:** Dr Raj Sathiyaseelan, Marilyn Ableson, Caroline Agnew, Paul Conway, Valerie Helen Coulter-Lenthall, Eric Gilbart, Alastair Hagues, Sylvia Hebden, Maria Holdsworth, Sarah Leach, Liz Locke, Deborah Padgett, Harjinder Randhawa, Julie Ridsdill, Michael Smith, Wendy Swycher, Linda Wilkinson

**Compiled by:** CH

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| **Item** | **Minute/Comment** | Action |
| 1 | Apologies were received from MC, CC, HR, MW and DrM. We were delighted to welcome two new members of the group – Brenda Metcalfe and Shelley Ross, as well as Karen the Office manager. |  |
| 2 | **Approve minutes of the last Meeting**  The minutes of the last meeting in October were approved. |  |
| 3 | Matters arising It was noted that the issue re TV screen has still not been addressed despite being an action for much of last year. Agreed that fewer, larger messages are needed on the screen. This will be taken up by KW with input from CH as required. | KW |
| 4 | **Virtual PPG group**  It was agreed that the virtual Patient Reference Group will effectively be merged with the full group, and all members communicated with as one group, being invited to attend meetings, sent minutes and asked to comment on issues, accepting that some members will be unable to attend meetings. It was also suggested that we promote option of potential new members chatting to a PPG member over the phone before committing to attend a meeting. | CH |
| 5 | **Friends and Family Results**  This was not discussed at the meeting. Figures show big improvement in recommendations over the last year, December figures suggest 93% of people are likely to recommend the practice, compared to a low of 77% in October 2016. |  |
| 6 | **Discussion of points raised by/with doctors**  No doctor present due to clash with training day. Karen updated the group on the fact that 50% of available appointments are put online. The lack of availability of appointments online continues to be an issue for the group, especially as we are trying to encourage more patients to use the online system. Karen was asked to discuss again with the doctors whether it is possible to increase this. | KW |
| 7 | Me and My Medicines No action since last meeting |  |
| 8 | Connect Well Update Jane reported that her work was going well, with most referrals being from the GPs. It was noted that an email had been received from Caroline Agnew, the Volunteer Placement & Development officer for the Leeds & York Partnership Foundation Trust, expressing interest in the Caring Hands project. Jane agreed to follow up this interesting lead directly with Caroline, to see if there are any opportunities to assist with supporting any of our patients with a diagnosis of mental health. | JB |
| 9 | **Newsletter**  It was agreed that we will aim for newsletters to be produced in February, May, August and November. Our new members SR and BM have some useful input on content to make this more interesting and useful. CH to meet with SR to discuss further in advance of February newsletter. | CH/SR |
| 10 | **AOB**   1. It was noted that a patient has made a useful suggestion of fitting blinds to the windows as Reception is south facing and the sun shining into the room makes it difficult to see the screen. KW to raise with GPs. 2. We have been asked whether we can offer acupuncture at the Practice. As this is a complementary service it is thought unlikely that the Practice would offer this themselves, however, KW will raise with GPs for definitive answer. 3. We have been asked to explain more about the rationale to locate the entrance to the new building off Saxon Mount rather than directly off King Lane. This is understood to be a Leeds City Council planning requirement, however, CH will raise this directly with GPs for a definitive answer. | KW  KW  CH |
| 11 | Date, time and venue of next meetings Thursday 15th March 2018  Thursday 21st June 2018 (provisional)  Thursday 13th September 2018 (provisional)  All 12.30 – 2.00pm @ Alwoodley Medical Centre | KW to book rooms |