### Alwoodley Medical Centre

### PPG meeting 15th March 2018

**Present:** Keith Reynolds (KR); Dick Killington (DK); Jane Bradshaw (JB); Karen Winspear (KW - Office manager), Sam Kyle (SK – Operations manager), Shelley Ross (SR), Marliyn Ableson, Val Lenthall, Carolyn Holroyde (CH)

**Apologies:** Hilary Rhodes (HR), Margot Clements (MC) , Brenda Metcalfe (BM), Sarah Leach (SL), Maria Holdsworth (MH)

**Copies to:** Dr Raj Sathiyaseelan, Dr M Sutcliffe, Caroline Agnew, Paul Conway, Eric Gilbart, Alastair Hagues, Liz Locke, Deborah Padgett, Harjinder Randhawa, Julie Ridsdill, Michael Smith, Wendy Swycher, Linda Wilkinson

**Compiled by:** CH

|  |  |  |
| --- | --- | --- |
| **Item** | **Minute/Comment** | Action |
| 1 | Apologies were received from HR, MC, BM, SL and MH. It was noted that Michelle Whitaker and Christine Crowson have resigned from the group. We were delighted to welcome two more new members of the group – Marilyn Ableson and Val Lenthall, as well as Sam Kyle the Operations manager who will be representing the Practice at future meetings. It was noted that Carolyn Holroyde has now taken over the role of Secretary of this group from Margot Clements. |  |
| 2 | **Approve minutes of the last Meeting**  The minutes of the last meeting in January 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. Still outstanding for KW with input from CH as required. * SK reported that quotes are being obtained for window blinds to address concerns about sunlight reducing visibility on the TV screens in Reception | KW  SK |
| 4 | Newsletter A rough draft of a new style 2 page A4 newsletter was shared with the group and was accepted in principle. Wherever possible, hyperlinks to additional information will be added. This will be circulated for more detailed comment in the next few days with a view to printing in April. | CH |
| 5 | **Discussion of points raised by/with doctors**  No doctor present. There was a brief discussion again around GP appointment availability, and it was noted that all our GPs work part-time in the Practice. SK agreed to find out the full-time equivalent numbers of GPs working in the Practice and compare our ratio of GPs to our c16,000 patients with that of other practices.  **Dr Raj updated the Group following this meeting as follows, correcting the figures reported above:**  **“We have 4 full time partners and two more than three quarter time. The other part time partners work part time by choice - whether it be due to family reasons or personal.  This would be in keeping with the national picture.**  **We have 15,000 patients.**  **We have 13 GPs and two trainee GPs.**  **Our doctor to patients ratio is better than most. Significantly better. Without including our trainee sessions we have 1 full time equivalent to 1,568 patients.**  **If we include trainees it is 1 full time equivalent to 1,270 patients. “**  **Dr Sutcliffe also added:**  **“In Bradford you will find 1 GP with 5,000+ patients, and what limited access there is, is not to GPs - but to nurses, pharmacists and less qualified/experience staff generally.”** | SK |
| 6 | Connect Well Update Jane reported that her work continued to go well, now two years into the project. She is still following up the contact made by Caroline Agnew, the Volunteer Placement & Development officer for the Leeds & York Partnership Foundation Trust about a befriending service, and awaits further information on the criteria by which patients may be referred. To update at next meeting. | JB |
| 7 | Me and My Medicines DK gave an update on this project. Graham Prestwich is now running this project which will be re-launched in April. The project aims to encourage patients to take more responsibility for ensuring they know what medications they have prescribed and are taking them responsibly. It also aims to encourage regular reviews with a Pharmacist or their GP with the overall aim of saving cost on un-used medications in patients’ homes. To update at next meeting. | DK |
| 8 | **Friends and Family Results**  CH presented a graph showing the trend of recommendations to the Practice from the Friends and Family survey, which continue to be lower than the England and Yorkshire and Humber averages, although these have varied quite considerably over recent months. KW agreed to forward the verbatim results from the survey to CH for further investigation of any issues we may not be aware of. This will be discussed again at the next meeting. | KW/CH |
| 9 | **AOB**  It was noted that from April the three CCGs in Leeds will form a new Leeds CCG, based at WIRA House. DK will continue to be a member of this group. |  |
| 11 | Date, time and venue of next meetings **Thursday 5th July 2018** (PLEASE NOTE CHANGE FROM EARLIER PROVISIONAL DATE)  Thursday 13th September 2018 (provisional)  All 12.30 – 2.00pm @ Alwoodley Medical Centre | KW to book rooms |