

PPG Meeting
June 14th 2023
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (Dr SM), Shelley Ross (SR), Sue Smith (SS), Philip Turnpenny (PT), Richard Killington (RK), Marilyn Ableson (MA), Alex Manning (AM), Brenda Metcalfe (BM).

Present (Practice): Sue Appleyard (SA), Dr Raj (Dr RS), Dr Jorge Allegria Valencia (Dr JAV)

Compiled by: SR

Item	Notes	Action
1	Apologies Colin Sykes, Louise Escott, Jayne Tait	
2	Minutes Of Previous Meeting The minutes of the March 1 st 2023 meeting were approved.	
3	<p>Action Point Updates</p> <p>1) Patients being notified about signing up for news about the practice</p> <p>SA advised that she didn't have any figures but informed the meeting that the website is being updated and is still under development.</p> <p>2) Educating patients about signposting – Talking Heads</p> <p>Dr SM said this would be a good addition to the website. Instead of website users reading the content, it would be better to have one of the doctors or nurses talking instead. Dr SM said he would be happy to assist with this.</p> <p>3) Reading Well Books on Prescription</p> <p>The PPG was allocated £2,100 in 2020 to implement this scheme. Although it was agreed at the last meeting that the funding could be used to improve the patient experience in a different way, it was decided to proceed with the original proposal. MA will contact the library to discuss further.</p> <p>4) Superdrug Recycling Scheme</p> <p>Dr SM advised that he had been unable to find out any further information and would not be pursuing this further.</p> <p>5) Ways to update patients about signposting</p> <p>SA said the website would be one way of improving this. Dr SM said that this was being looked at by the ICB for the whole of Leeds.</p>	<p>MA to email SR with an update before the next meeting in September</p>

	<p>SR said that in keeping with current communication methods, texting and social media should be used. SA advised that patients did not like being bombarded with texts.</p> <p>6) PT asked how many patients were in the 65 – 85 age range?</p> <p>Dr RS said this was evenly spread and in keeping with other patient numbers in different age bands.</p>	
4	<p>Proposed Patient Questionnaire</p> <p>RK asked what the objective of the patient questionnaire was and suggested it may need to look at different topics. SA said the Practice wanted to improve the patient experience and show that patients are being listened to. She advised that the main complaint was about seeking appointments. Dr SM and SR had made some amendments and additions to the questionnaire. SA said she wanted to remove two of these additions which was agreed to by Dr SM and SR. SA said she would make the amendments and then contact Dr SM and SR to discuss when they and other members of the PPG would be able to come into the practice and speak to patients. SA advised that the busiest times at the surgery were in the morning and after 3pm.</p> <p>Dr SM advised that the PPG would look to roll this out before the September meeting.</p>	SA
5	<p>PPG Ancillary Group</p> <p>Dr SM and SR advised that they had met with the PPG Ancillary Group again and the following queries had been raised:</p> <ol style="list-style-type: none"> 1) Booking appointments in advance – one afternoon a week Dr RS said they have a forthcoming requirement to try and offer appointments to everyone within a certain time and to avoid a long waiting list. To do this, they offered an on the day service only. If a patient has a telephone consultation with a GP and they feel the patient needs to be seen, they will be offered an appointment that day or if necessary to try and accommodate specific needs. SA added that appointments on the weekend at Rutland Lodge could be booked in advance. 2) Do emergency appointments exist? Dr RS advised that they have approximately 70-100 urgent appointment requests each day including children and palliative care patients and housebound patients. He added that these appointments are accommodated throughout the day. 3) What is in place for those patients who can't get through on the phone and can't use the App to make an appointment? Patients should continue to telephone the practice. They should either stay on the line or call back again later in the day. SA added that the message stating that the surgery had reached capacity had been removed. She also advised that patients need to sign up to PATCHs in order to communicate with the practice. 	

	<p>4) Patients are worried they will not receive repeat prescriptions if they do not attend their annual review</p> <p>Dr JAV advised that it was important that patients made an appointment for their prescription review because it could be dangerous for some patients to remain on medication without a review. He added that the Practice did not stop issuing prescriptions but would give reducing amounts until the patient had had their review and if necessary, contact the patient and arrange an appointment for them.</p> <p>5) Are medical staff alerted about patients who have serious/long term conditions when they access their notes?</p> <p>Dr RS advised that they were able to see coded entries in the notes easily. He explained that patient records from The Avenue practice were transferred across without the information easily visible but the Practice was rectifying this issue by re-summarising all these records. This is taking a significant amount of time but is gradually being sorted.</p> <p>6) How long do GPs take to tell patients about abnormal test results?</p> <p>Dr JAV said that results were looked at by the doctor who had requested them but if they were absent, the on-call team would review the results and action them if urgent. Otherwise the results would be passed onto the requesting doctor. Each individual doctor would usually action the results on the day they are received, but part time doctors would only see those results when they were in.</p> <p>RK asked if the practice had any specific GPs that specialised in the menopause. Dr Raj advised that all the female doctors were able to deal with this.</p>	
6	<p>Surgery Schedule</p> <p>SR had received an email from a PPG member who had asked about the surgery's schedule. Dr RS said the Practice hours were Monday and Tuesday 8am – 8pm, Wednesday, Thursday and Friday 8am – 6pm.</p>	
7	<p>PATCHS</p> <p>PT asked what the uptake had been. Dr RS said everyone will have to sign up with PATCHS to communicate with the Practice, however, patients could still book on the day appointments and order repeat prescriptions on the various apps. SA said she would give an update at the next meeting.</p>	SA
8	<p>Care Navigation</p> <p>PT asked how this was going. Dr RS and SA said this was launched before Covid and there were now more services to navigate for patient care.</p>	
9	<p>AOB</p> <p>RK distributed a leaflet entitled 'Everything you need to know about your GP Practice.' Dr Raj said the Practice had not seen it. RK requested that when the Practice received the leaflet and reviewed it, they should feedback their views to the PPG.</p>	Dr RS

	<p>PPG member Colin Sykes had emailed SR to ask her to raise his concerns about the direction of traffic in the car park. He believed that cars should travel clockwise when entering instead of anti-clockwise. Dr RS said they had been advised by Leeds City Council that the car park layout was correct and having raised this issue several times over the years no further changes could be made. This has also been discussed with the practice landlords.</p> <p>Patient Manager SA announced that she will be retiring in December much to the dismay of PPG members.</p> <p>Dr SM asked if Dr Martin Sutcliffe who had recently left the Practice had been replaced. Dr RS advised that Dr Kate Matheson had become a partner and a new salaried doctor would be taken on to replace her. He added that the Practice has 20 GPs including the registrars working at the practice.</p>	
10	<p>Date of Next Meeting Wednesday September 13th</p>	