

**PPG Meeting  
September 13th 2023  
Alwoodley Medical Centre (AMC)**

**Present (Patients):** Dr Stewart Manning (Dr SM), Richard Killington (RK), Shelley Ross (SR), Marilyn Ableson (MA), Susan Smith (SS), Philip Turnpenny (PT), Brenda Metcalfe (BC).

**Present (Practice):** Sue Appleyard (SA), Dr Raj Sathiyaseelan (Dr RS), Dr Jorge Allegria Valencia (Dr JAV), Luke Gawthrop-Pleasant (LGP)

**Compiled by:** SR

Item	Notes	Action
1	<b>Apologies</b> Colin Sykes, Alex Sharpe, Louise Scott, Jayne Tait	
2	<b>Minutes Of Previous Meeting</b> The minutes of the June 14 <sup>th</sup> 2023 meeting were approved.	
3	<b>Action Point Updates</b>  <b>1 )Patient Questionnaire</b>  Dr SM, SR and RK visited the Practice on two separate occasions to complete the Patient Questionnaire about AMC with patients while they were waiting for their appointments. SA reported that they had submitted 47 completed questionnaires and seven partial questionnaires. She said initial findings revealed that overall, patients were happy with the Practice and was pleased with the response. SR mentioned that whilst conducting the questionnaire, she had spoken to a patient who was accompanying her husband to an appointment. She was upset that none of the high back chairs were available for him to sit in and said that they should be designated for disabled patients. SA explained that this would be difficult to do as some patients have hidden disabilities.  SA said that the call back system was now up and running and patients were happy with this new service. BM asked how long it took for a call back to be made and SA advised that it was usually within 10 minutes.  Dr SM said that the PPG would return to the Practice in the Spring to complete additional questionnaires with patients.  <b>2) PATCHS</b>  10,331 patients have registered for PATCHS.	

	<p><b>3) Reading Well Books on Prescription</b></p> <p>SA explained that the book case had arrived and would be set up together with a noticeboard. MA said that Maddie from Moor Allerton Library wanted to come to the launch of the service in order to promote it. SA advised that this new service would be advertised on the AMC website. Dr SM expressed his thanks to MA and SA for all their hard work in setting up this new facility for patients.</p> <p><b>4) Everything you need to know about your GP practice leaflet</b></p> <p>SA confirmed that the practice had now received this document and it had been placed on the desk at reception.</p>	
<b>4</b>	<p><b>Staff Update</b></p> <p>SA advised that her colleague Vicky Amos would be replacing her as Patient Services Manager when she retires in December 2023. Karen Winspear will also be retiring as Operations Manager and will be replaced by Luke Gawthrop-Pleasant (LGP).</p>	
<b>5</b>	<p><b>Digital Phone Upgrade</b></p> <p>SA advised that the new phone upgrade had been installed but there were a few issues. However, she reported that these would be sorted in due course.</p>	
<b>6</b>	<p><b>Staffing Levels</b></p> <p>PT asked about the current staffing levels within the Practice. Dr RS said the Practice was fully staffed although they were currently experiencing some staff absences due to sickness. There were also a couple of members of the team who were on maternity leave. He reported that Dr Kate Matheson had been made a partner following the departure of Dr Martin Sutcliffe. He added that the practice had 20 doctors which included registrars and eight nurses. The Practice has almost 20,000 patients. He explained that despite having an above average patient to doctor ratio, patient demand was exponential due to the waiting lists for secondary care. These delays were resulting in patients seeking help from the GPs while they wait.</p>	
<b>7</b>	<p><b>Befriending Service</b></p> <p>PT asked if the practice offered this facility to patients because he knew of a practice in Staffordshire where it worked successfully. He explained that it was staffed by volunteers who contacted those patients who had advised their Practice they were lonely. Some of these patients would have made an appointment to see a GP but no longer did so. Dr RS said that AMC did not offer such a service but there were some local charities that did. Dr SM advised that he was going to a meeting of the West Yorkshire Integrated Care Board (IPC) and would mention it.</p>	
<b>8</b>	<p><b>New System for Repeat Prescriptions</b></p> <p>A PPG member had contacted SR and was concerned that a new system for repeat prescriptions had been introduced by the Practice. Dr RS advised that this was to do with the Alwoodley Pharmacy Group (the pharmacy next to the Practice) and nothing to do with the Practice which was still issuing prescriptions as normal. SA explained that the King Lane branch was dispensing all prescriptions from there and then bringing them to the APG pharmacy at the Practice for patients to pick up.</p>	

	Antibiotics prescribed by the GPs would be available for immediate collection however.	
<b>9</b>	<p><b>Flu and Covid Vaccinations</b></p> <p>PT asked when these would be taking place. Dr RS advised that patients were currently being notified and added that the Practice would receive sufficient Covid vaccines for those patients that required them. BM asked if it helped the Practice when retailers such as Boots also administered vaccines. Dr RS said this was not beneficial because they had to order flu vaccines a year in advance. He explained that if they were not used, they would be destroyed.</p>	
<b>10</b>	<p><b>AOB</b></p> <p>RK asked if blood test results were seen by a GP before patients were sent a text asking them to make an appointment to discuss them. Dr RS confirmed that they were. RK requested that the text message, 'please call your GP to make an appointment to discuss your results' should be changed to, for example, 'the doctor has looked at your results and would like to discuss them with you. Please make an appointment.' Dr RS said text messages sent out by the Practice could be changed.</p> <p>SR explained that she had been contacted by Barbara Robinson who was a volunteer with the Lived Experience and Carers on the Delivery Oversight Group for the Community Mental Health Transformation Programme across Leeds. Ms Robinson had advised that this programme would have an impact for all GP practices and wished to discuss it further. Dr SM and SR said they would meet with her.</p> <p>RK advised that the Clinical Commissioning Group had been replaced by the West Yorkshire Integrated Care Board (ICB) and he had been allocated to the Primary Care Board.</p> <p>Dr SM and SR said they had completed hosting focus group meetings with patients and had no plans to hold any in the future. Those patients who had attended were now members of the PPG virtual group.</p>	
<b>11</b>	<p><b>Date of Next Meeting</b></p> <p>Wednesday December 6<sup>th</sup></p>	