

**PPG Meeting  
December 7<sup>th</sup> 2022  
Alwoodley Medical Centre (AMC)**

**Present (Patients):** Dr Stewart Manning (Dr SM), Shelley Ross (SR), Louise Escott (LS), Brenda Metcalfe (BM), Robert Stephenson (RS)

**Present (Practice):** Sue Appleyard (SA), Dr Ruth Murray (Dr RM), Dr Raj (Dr RS), Dr Anita Hollander (Dr AS), Jayne Tait (JT)

**Compiled by:** SR

Item	Notes	Action
1	<b>Apologies</b> Richard Killington, Ruth Kayman, Keith Reynolds, Alison Dickinson, Alex Sharp	
2	The minutes of the September 14 <sup>th</sup> 2022 meeting were approved	
3	<p><b>Action Point Updates</b></p> <p>At the last meeting, Dr MS reported that he had set up a facility on the AMC website to allow patients to sign up for news about the practice via email. He was asked to look at ways to promote this to patients. SA advised that he may have sent a promotional text to patients but wasn't sure. It was requested that an update be given at the next meeting in March.</p> <p>SA advised that GP profiles had been updated on the website. However, not all of the GPs may be in the Meet the Team section as it was dependent on GPs submitting their profiles.</p> <p>SA said the AMC website was being updated to make it more patient friendly. This will be an ongoing process.</p> <p>Cancer Champion update: Dr SM advised that Dr MS had linked him up with another GP within the practice who would be joining him at one of his presentations. RS asked if there was currently a Cancer Champion at AMC. Dr SM explained that the search had not yet begun but the objective would be to find a champion but it would take time.</p>	Dr MS/SA
4	<p><b>Paediatric Patients</b></p> <p>Dr SM asked what the policy was concerning seeing children. He referred to two posts that had been made on Facebook (FB) stating that one mother had recently struggled to secure a face to face appointment with a GP. Both Dr RS and Dr RM said that children under the age of 16 were green flagged and always seen.</p>	

5	<p><b>Urgent Care</b></p> <p>Dr SM asked what the situation was regarding patients who wished to see a GP urgently but were unable to secure an appointment. Dr RS said the issue was to do with safe capacity. SA said they were looking at how they could communicate to patients to sign post themselves to different care providers, for instance, pharmacists who can advise about many concerns. Dr RS said one of the issues was secondary care with delays for treatment lasting up to two years. Post covid, current issues and the usual workload were responsible for the present situation. However, as AMC is a large practice, he said it was in a good position to cope. He added that all the staff were working extremely hard and they were managing as best they could whilst at the same time ensuring everyone was safe. SA added that they were dealing with a number of very insignificant complaints which took up valuable time.</p>	
6	<p><b>Continuity of Care</b></p> <p>Dr SM asked what was the practice's stance regarding patients seeing the same doctor. He said this was advantageous for both patient and doctor. Dr RS agreed and said it should be a possibility and was beneficial for patients with chronic issues. He added that patients should be able to see the same doctor if they wanted to, but this would not happen if the said GP was away and the patient needed to be seen. Dr SM asked about GPs contacting patients regarding blood test results. Dr RS said they always contacted patients with urgent blood test results.</p>	
7	<p><b>Recruitment of New PPG Members</b></p> <p>SR expressed concern that despite a core group of 10 PPG members, only a small number responded to emails and it was usually the same few who attended meetings. The virtual group comprised of 12 members, but again only one or two responded to emails or expressed any interest. It was decided that the PPG needed new members who would be proactive. SR said she would contact virtual group members to see if any of them would like to become part of the core group. Dr RM suggested posting on social media sites such as FB and Next Door. SR said in a bid to be fully representative of AMC patients, it would be beneficial to identify the different communities within the practice. Dr RS said this could be done. It was agreed that SR would contact SA in the New Year to discuss this further. RM suggested that MAECare should have a representative on the PPG but as it was discussed and decided at the March 2<sup>nd</sup> 2022 meeting, the PPG is for patients and not representatives from organisations. SR added that it would be good to liaise with PPGs from the other practices in North Leeds.</p>	

8	<p><b>Practice Questionnaire</b></p> <p>SA said they were looking at the best way to find out if patients were being sign posted to the correct agency when they contacted the practice. SR suggested contacting patients retrospectively. SA said she would update the group at the next meeting .</p>	<b>SA</b>
9	<p><b>AOB</b></p> <p>LS asked what the practice policy was for booking an egg free vaccine. Both Dr RM and Dr RS said the patient should advise the receptionist when booking the appointment.</p> <p><b>Date of Next of Meeting</b> Wednesday March 1<sup>st</sup> 2023</p>	

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