

PPG Meeting
July 28th 2021
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (SM), Marilyn Ableson (MA)
Present (Practice): Dr Raj Sathiyaseelan (Dr RS)
Compiled by: MA

Item	Notes	Action
1	Apologies Shelley Ross (SR), Keith Reynolds (KR)	
2	Adel Surgery Dr RS reported that there have been no issues or complaints since the surgery's closure in March 2021.	
3	Closure of The Avenue The Avenue Medical Practice closed its doors for good on March 31 st 2021. As a result, 3,000 patients were transferred to AMC. Two nurses, a health care assistant and 5 administrative staff have also transferred to AMC. These include both part-time and full-time staff. The computer systems merged on April 23 rd .	
4	Shadwell Medical Centre (SMC) The CQC has suspended the contract at this practice following a series of issues. Street Lane Practice has taken over the day to day running of SMC in the short-term. AMC is experiencing a growth in patient numbers in recent weeks and this may continue as a consequence. Dr RS advised that AMC is close to the maximum number of patients it can register mainly due to the capacity of the building rather than the practice's ability to attract new staff.	
5	Patient Phone Calls Dr RS reported that the switchboard is extremely busy, receiving up to 2000 calls each day. These are due to the following: <ul style="list-style-type: none"> • an increase in the demand for appointments • an increase in the list size of the practice • patients cannot book appointments online or in advance • limitations on the number of staff that can be accommodated in the practice despite working from home arrangements • booking covid vaccines, catching up on chronic disease reviews and NHS health checks As a consequence of all of these factors, patients will have to unfortunately wait longer than he would like for their calls to be answered. These waits will be worse at certain times of the day. He stressed that staff are working as fast and as hard as they can. He	

	<p>advised that E-consults are a better option if their query can wait at least 24 hours.</p> <p>Each day approximately 200-250 calls are placed on the GP phone list. All of these calls require a consultation and face to face appointments are arranged following triage by a GP. Dr RS explained that all of the GPs at the practice prefer to see patients face to face rather resort to Zoom. However, the only way to manage the numbers of staff off sick, isolating or pinged by the NHS app is to manage the system as it is. He said they have to be flexible each day to account for sudden leave taken by staff.</p> <p>SM asked whether a patient could request a specific time for an appointment. Dr RS advised that AMC staff always try to meet a patient's request but this was not always possible. Each GP speaks to 60 patients per day, either via telephone or face-to-face. He said the current workload was challenging because each patient has to be triaged and cannot book an on-line appointment. The demand for GP appointments has risen by 20% compared to pre-Covid.</p> <p>Despite this, he advised that AMC is dealing with the demand on a day-to-day basis with little, if any waiting list. All urgent requests are dealt with on the same day while E-consults are dealt with the next day. Routine appointments usually take place the next day although at significant pressure times, patients may have to wait a few days.</p> <p>He added that patients can book nurse and health care assistant appointments directly. Chronic disease reviews, which are done in the patient's birth month, can also be booked directly as well.</p>	
6	<p>Future Meetings</p> <p>Both SM and MA were in agreement that for them personally, meetings are only valuable when they result in something which they feel actively contributes to the success of AMC for both patients and staff.</p> <p>It was agreed that meetings will be reduced from six times a year to quarterly. The next meeting will take place on October 6th at 12 noon at AMC.</p>	