

PPG Meeting
October 6th 2021
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (SM), Richard Killington (RK), Shelley Ross (SR), Robert Stephenson

Present (Practice): Dr Martin Sutcliffe (MS), Sue Appleyard (SA), Jayne Tait (JT)

Compiled by: SR

Item	Notes	Action
1	Apologies Marilyn Ableson, Keith Reynolds, Alexandra Sharp, Brenda Metcalfe, Alison Dickinson, Susan Carter, Dr Raj, Hiba Khurshid	
2	Patient Feedback Dr SM said the PPG would like to see patient feedback, both positive and negative. A response to this request was not forthcoming from representatives of the Practice.	
3	Appointments A new system for booking GP appointments was introduced at AMC earlier this month. Patients now have to ring on the day they need an appointment and will no longer be able to book in advance. They can request a GP of their choice but if unavailable they will be offered an appointment with another doctor. These will either be face-to-face or by telephone. SA advised that patient calls were on average answered within 20 minutes. JT said SA would send across some statistics regarding the number of calls received and how long they take to be answered. Patients can call for same day appointments until 12 noon but after this time, patients should only call if it is an emergency. Outside of the practice's opening times, patients should either call 111 or go to an urgent treatment centre at either St George's, Middleton or at Wharfedale, Otley. Appointments with a nurse or health care assistant can be booked in advance. Dr MS they had decided to alter the booking system to ensure patients see or speak to the GP of their choice at a specific time. He said that patients should still use the online consultation form but this should not be used if requiring an urgent appointment as it can take up to 48 hours to be dealt with. Dr MS added that not all patients needed to see a GP and would be better served by a consultation with either a physiotherapist, the in-house pharmacist or a referral to another relevant expert. He	JT, SA and SR

	<p>urged patients to respect members of the patient services team who have been specifically trained to determine which expert a patient can be signposted to.</p> <p>SA said that many patients were unwilling to see anyone other than a GP. Dr MS said patient expectations needed to be managed and they needed to decide whether they really needed to see a GP. RK suggested that a system checker should be put in place whereby patients can check their symptoms. Dr MS said this was already available online from the NHS.</p> <p>RK asked how will they judge if the new appointment system is working. SA said that although it had only been operating for three days, feedback had been positive.</p> <p>JT asked the PPG to publicise the changes to the appointment system in the next newsletter.</p> <p>SA said that 125 calls were received at 8am and JT added that patients did not all need to ring at 8am as there were plenty of appointments available under the new system.</p> <p>SM asked if the PPG could be given some feedback about how patients are responding to the new system and JT asked SA to share this information with the PPG.</p> <p>SA said some patients are being abusive to members of the patient services team who answer calls. Dr MS said this was affecting staff well-being and was unacceptable. He added that they were all working under extreme pressure. RS suggested that the PPG highlight this in the next newsletter.</p> <p>Dr MS said that he would ask patients to seriously consider whether they need to make a complaint as these take up a great deal of time and this reduces the amount of time GPs can see or speak to patients.</p>	
4	<p>Chronic Disease Reviews</p> <p>The PPG had received several concerns from patients about Chronic Disease Reviews. A few patients had contacted the PPG because their reviews had been cancelled at the last minute. The patient members of the PPG were not given the opportunity to discuss this at the meeting.</p> <p>RS said he did not feel the review system was up and running properly but JT rejected this and advised they had been operating on a normal basis since April. Another issue experienced by a patient was that she had booked a joint review, but on arrival had</p>	

	been told she needed separate appointments. Dr MS advised that most conditions can be reviewed jointly at one appointment but sometimes they have to be dealt with separately.	
5	PPG Input Dr SM asked if the PPG could help the practice in a particular way. JT and Dr MS requested that we include in the next newsletter details about the new appointment system and to remind patients to be kind to staff whose objective is to facilitate their concerns and direct them to the appropriate person. JT said staff were working within their remit and should not be subjected to unacceptable behaviour from patients.	SR
6	AMC point of contact for PPG Dr SM asked if the PPG could have a particular person to liaise with in order to improve communication between the practice and the patient group. Dr MS said that both he, Dr Raj, SA and JT were always available.	
7	PPG contacting patients SR said the PPG wanted to be able to circulate the newsletter via email to patients to keep them updated about practice and patient news. She had contacted Adam Stewart at the CCG who had advised that this could be done within the remit of GDPR (data protection). He had suggested that a one-off text could be sent to patients giving them the opportunity to sign up for the newsletter if they wish. This would not contravene GDPR because the PPG would be supporting the practice and offering patients the chance to opt in. The text would ask patients to email the PPG if they wanted to be put on the mailing list. They would have the opportunity to unsubscribe at any time. Dr MS said he would need to discuss this with other members of the practice team.	Dr MS
8	General Maintenance SR advised that when she had joined the PPG two years ago, she had requested a coat hook be put in the female toilet but this still had not been done. Therefore, she requested that this be done and also a coat hook to be put in the male toilet if one had not already been installed. JT asked SA to look into this.	SA
9	AOB RK asked whether the practice was offering the Covid booster. Dr MS said it was contacting patients who were eligible for it.	
10	Date of next meeting March 2 nd 2022	