

PPG Meeting
September 14th 2022
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (Dr SM), Richard Killington (RK), Shelley Ross (SR), Alex Sharp (AS), Louise Scott (LS), Robert Stephenson (RS)
Present (Practice): Dr Martin Sutcliffe, (Dr MS), Sue Appleyard (SA)
Compiled by: SR

| Item | Notes | Action |
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| 1 | Apologies Alison Dickinson, Jayne Tait, Brenda Metcalfe, Dr Raj | |
| 2 | The minutes of the March 2 nd 2022 meeting were approved | |
| 3 | Discussion Points from the March 2nd Meeting Communication to Patients Since the last meeting, Dr MS had set up a facility on the AMC website to allow patients to sign up for news about the practice via email. He said that although patients had signed up for this service, he did not know how many. SR asked whether the practice could look into promoting this to ensure as many patients as possible knew about this service. She suggested that a text be sent to patients. Dr MS said he would look into this. | Dr MS |
| 4 | Appointments SR asked when patients would be able to book appointments via the Patient Access App. SA explained that patients are able to book telephone consultations with GPs via the App and this had been up and running for some time. She said that signs had been placed in the waiting room to promote this. SR said she had not seen these on a recent visit but was very pleased to hear that patients were able to choose who they wanted to speak to. SA explained that these appointments are released each morning at 8am. Dr SM stated that the current system of only being allowed to book an appointment on the day did not work for patients who worked away from the area or who had commitments and could not make a same day appointment. He said patients should be able to book an appointment in advance. Dr MS agreed that the current system was not ideal for patients but there would be no changes. SA advised that the practice will be introducing a call back system in the next month so that patients will no longer have to wait for their call to be answered. Instead, they can leave their contact details and will receive a call back which will take into account | |

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| | <p>their position in the queue. This was welcomed by all members of the PPG.</p> <p>RK said that he thought the service provided by the practice was excellent.</p> <p>RS asked whether patients can be referred to a consultant outside of Leeds if requested. Dr MS said this did take place.</p> <p>Dr SM asked whether a patient can be referred to a specific consultant and was advised by Dr MS that a patient can be referred to a speciality only. However, he added that some patients were quite forceful and were referred to a specific consultant.</p> <p>Dr MS added that there was a very good GP to patient ratio at AMC and the practice was performing well.</p> | |
| 5 | <p>GP Profiles</p> <p>SR said that there seemed to be an influx of new GPs who had joined the practice but there was no information about them on the website. She requested that this be updated. Dr MS agreed and advised this would be taken forward as an action point.</p> | Dr MS |
| 6 | <p>Cancer Champion</p> <p>Dr SM said more should be done for people with cancer and their relatives and that cancer outcomes will be the hidden cost of Covid. As chairman of the charity, Yorkshire Cancer Community, he and his network of professionals and carers seek patient experiences and their feedback. He said their aim was to reach communities that were not accessing free cancer screening such as mammograms, cervical smears and bowel testing kits. He explained that every week in West Yorkshire, 250 people are diagnosed with cancer and 115 people will lose their lives to it. The outcomes for people living in deprived communities, ethnic minorities and people living with mental health and physical disabilities were poor because they were not accessing screening programmes. He said that 40 years ago 24% of people diagnosed with cancer had a survival rate of 10 years but this has now been increased to 50%. If early treatment is given, 27 lives could be saved each day.</p> <p>He said the appointment of cancer champions within the practice would help reach those who were not engaging with screening programmes and was something the PPG and the practice could work on together.</p> <p>Dr MS suggested that it would be beneficial to establish what initiatives could be used to improve diagnosis and care of patients. He proposed that a buddying scheme and finding cancer champions in different communities would aid this.</p> <p>SA suggested that information days could be held in the practice staffed by volunteers.</p> | |

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