

Alwoodley Medical Centre
PPG meeting 4th Oct 2018

Present (Patients): Marilyn Ableson, Jane Bradshaw (JB), Val Lenthall, Dr Stewart Manning (SM), Hilary Rhodes (HR), Shelley Ross (SR), Carolyn Holroyde (CH)

Present (Practice): Dr A Lewis (Dr L), Dr P Mishra (Dr M), Karen Winspear (KW) – Office manager

Apologies: Keith Reynolds (KR), Dick Killington (DK), Brenda Metcalfe (BM), Deborah Padgett (DP)

Copies to: Dr Raj Sathiyaseelan (Dr R), Dr M Sutcliffe (Dr S), Eric Gilbert, Alastair Hagues, Liz Locke, Julie Ridsdill

Compiled by: CH

[illegible]

4	<p>Discussion with doctors</p> <p>Once again the group raised the issue of the availability of online appointments: it is still common for there to be only 3 appointments available online for the coming 4 weeks.</p> <p>The doctors reported that they are very aware of the problem which is discussed regularly in their meetings. Collectively, they have tried different ways of managing this but have not been able to find a better solution than the system they are using at present. The Group recognises that the service for urgent appointments is excellent and needs to be maintained. However, the consensus of opinion is that the group is still keen for the doctors to continue to explore other means of managing the appointment system – both online and in general. The doctors reported that they believe additional doctors would not help to relieve the situation and pointed out that as there is a national shortage of GPs, it would be hard to recruit additional doctors with the funding available.</p> <p>It was generally accepted that the 111 service did not work as smoothly as anyone would like and it was suggested that in the first instance, the CCG be lobbied by doctors and the PPG to try to get this improved.</p> <p>It was also noted that more focus on health prevention should be encouraged amongst patients – TV soaps would be one of the best ways of getting these messages across! The Practice is also considering group consultations on subjects such as diabetes.</p>	Doctors/KR/DK
5	<p>Connect Well Update</p> <p>No issues, service is busy.</p>	
6	<p>Me and My Medicines</p> <p>No further update on how this project will be fed out to practices, however it is now being promoted more widely eg in hospitals.</p>	
7	<p>Friends and Family Results</p> <p>It was noted that no data was reported for April or May 2018 due to an IT error at the collection end. June figures show 89% recommendation slightly below national and regional average of 90%</p> <p>Analysis of the verbatim results from the survey to be presented at next meeting</p>	CH
8	<p>Newsletter</p> <p>A draft newsletter has been produced by MA/SR/CH and will be circulated to PPG members for urgent feedback in order that this can be printed in October</p>	CH

9	AOB <ol style="list-style-type: none"> 1. Email from a patient requesting change to method of ordering prescriptions for children was discussed, however, it is not possible to change the current system due to system and data protection reasons 2. Email from a patient noting Carers Leeds service for supporting carers at GP practices, and asking whether AMC could offer this. Doctors to consider this and report back at next meeting 3. Information provided about PPG event to be held on 18th October – PPG members encouraged to attend if they can. DK will be attending. Suggested that in future members be given more advanced notice of such events 4. It was suggested that we might encourage a sixth form student patient to join the committee for their different perspective and input and also for their own personal development . CH to approach Allerton High School 	Doctors DK CH
10	Date, time and venue of next meetings Monday 21st January 2019 at 6-7.30pm @ Alwoodley Medical Centre (PLEASE NOTE CHANGE FROM EARLIER PROVISIONAL DATE)	SK/KW to book rooms