## Alwoodley Medical Centre PPG meeting 4<sup>th</sup> 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 Gilbart, Alastair
	Hagues, Liz Locke, Julie Ridsdill
Compiled by:	СН

ltem	Minute/Comment	Action
1	Apologies were received from KR, DK, BM and DP.	
2	Approve minutes of the last Meeting The revised minutes of the last meeting in July were approved.	
3	<ul> <li>Matters arising/outstanding</li> <li>It was noted that the issue re TV screen has still not been addressed despite being an action for much of last year. Agreed that fewer, larger messages are needed on the screen. Still outstanding for KW/Dr Sutcliffe – (outstanding action since May 2017)</li> </ul>	KW/Dr S
	• Application for funding partly successful with funding of £232 approved and received by Practice. Request for funding for larger TV screen to promote PPG messages was not approved as the CCG believed this to be something the Practice would fund. Approved funds are for a pop up screen to promote PPG, PPG leaflets and dispenser and 3 open information sessions for PPG to host. Suggested that we hold at least one open session in evening to catch different audience. It was also noted that an additional request will be submitted for a further pop up stand for Adel practice in November. CH to do draft design of stand and leaflet with input from other PPG members by next meeting in January. Practice to reimburse invoiced expenditure	СН
	<ul> <li>It was noted that the website content had now been updated, however, the latest newsletter and PPG minutes still need to be added</li> <li>KW reported that it was no longer possible for the practice to email or text patients to alert them of availability of newsletter, for data protection reasons as this is viewed as marketing.</li> </ul>	Dr S/CH
	<ul> <li>KR to produce annual report for 2017/18 since merger</li> </ul>	KR

4	Discussion with doctors	
	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.	
	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.	
	It was generally accepted that the 111 service did not work as	Doctors/KR/DK
	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.	
	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.	
5	Connect Well Update	
	No issues, service is busy.	
6	Me and My Medicines	
	No further update on how this project will be fed out to practices,	
	however it is now being promoted more widely eg in hospitals.	
7	Friends and Family Results	
	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%	
	Analysis of the verbatim results from the survey to be presented at	СН
	next meeting	
8	Newsletter	
	A draft newsletter has been produced by MA/SR/CH and will be	СН
	circulated to PPG members for urgent feedback in order that this	
	can be printed in October	

9	AOB		
	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	Doctors
	3.	Information provided about PPG event to be held on 18tth 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	DK
	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	СН
10	Date, time and venue of next meetings		
		<b>ay 21<sup>st</sup> January 2019 at 6-7.30pm</b> @ Alwoodley Medical e (PLEASE NOTE CHANGE FROM EARLIER PROVISIONAL DATE)	SK/KW to book rooms