### Alwoodley Medical Centre

### PPG meeting 6th July 2017

**Present :** Keith Reynolds (KR); Dick Killington (DK); Dr Giles Manchester (DrM); Dr Martin Sutcliffe (DrS); Vicky Taylor (VT); Hilary Rhodes (HR); Christine Crowson (CC); Carolyn Holroyde (CH)

**Compiled by:** Carolyn Holroyde (CH)

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| **Item** | **Minute/Comment** | Action |
| 1 | Apologies were received from Margot Clements (MC), Liz Locke (LL), Carol Stevens (CS), Michelle Whittaker (MW), Jane Bradshaw (JB) |  |
| 2 | **Approve minutes of the May Meeting**  The minutes of the last meeting in May were approved. |  |
| 3 | Matters arising 3.1 Advised that telephone message has been amended to advise “You may be asked the nature of your problem, in order to be directed to the correct clinician”  3.2 The time to wait, displayed on the patient log in screens has now been removed  3.3 It was decided that having discussed this, it was not possible to improve privacy or queuing system at the reception desk  3.4 Arrows have been painted on the access to the car park to improve the flow of traffic, and the signs at Adel have been amended to refer to it being part of Alwoodley Medical Centre  3.5 It was reported that the online survey is still in place with 17 responses to date, all positive  3.6 The possibility of putting nurses appointments onto the online booking system was discussed but rejected due to differing amounts of time needed for different appointments  3.7 DK advised that he and CS will remain on the citywide Patient Assurance Group when these merge.  **Outstanding Actions from previous meetings**  3.8 The PPG advised that the TV screen is scrolling too much information, in a very small format which renders it ineffective  3.9 Discrepancy between the screen and room signage, awaiting implementation  3.10 A virtual Patient Reference Group is in the process of being formed, with approximately 12 willing patients identified so far. However it still needs setting up and running so perhaps a lead member of the PPG will be required | VT/JT – to agree key messages and feedback to the PPG upon implementation  VT  Agenda item next meeting (high priority) |
| 4 | Update on Action Plan  4.1 All points on Issues 1-5 now discussed and actioned or noted above as outstanding actions.  4.2 CH updated on Issue 6 -Ongoing Patient Feedback:  4.2.1 Friends and Family results starting to show slight improvement with 85% recommending Practice in March (up from low of 77% in Oct 2016), and 9% not recommending (down from high of 15% in Oct 2016)  4.2.2 Patient feedback improving on NHS Choices site with all recent comments glowing about Practice  4.2.3 Annual GP Patient Survey published on 6th July (day of meeting), top-line results provided by CH based on data collected Jan-Mar 2017 from 114 patient responses (49% response rate v only 37% for England overall):   * Overall experience 80% reported as very good or fairly good; compares to 89% last year for Nursery Lane and 92% for Moorcroft; compares to 85% for England overall * Recommendation 73% definitely or probably; compares to 84% last year for Nursery Lane and 88% for Moorcroft; compares to 77% for England overall * Noted that whilst top-line results appear a little disappointing, some decline would be expected with amount of change and recent trends are upwards so we should expect better results next time | CH to circulate revised action plan  CH to provide full analysis for next meeting |
| 5 | Discussion of points raised by or with doctors  5.1 Extended access concept being trialled in Leeds – may be staffed with other health professionals rather than doctors  5.2 Seasonal flu campaign to start shortly, practice has to order in required number of vaccines in advance and attempt to manage usage, so important that take up is as planned. Pharmacies competing strongly for this business. Doctors asked for help from PPG group which was agreed in principle but awaiting specific information of what is required from doctors.  5.3 Adel continues to be under-utilised compared to AMC, but definitely no intention of closing Adel surgery  5.4 Noted that Leeds West is far better funded for extended hours than Leeds North – hope that this will equalise in time | More info next meeting – DrM/S  DrM |
| 6 | Caring Hands update  No update as CS not present at meeting | Request update for next meeting |
| 7 | Me and My Medicines  KR had met with Dr Raj following request from latter to get involved with new project on managing medicines. Awaiting more information on what is required from PPG | DrR/KR |
| 8 | Connect Well update  No update as Jane Bradshaw was not present at meeting | Request update for next meeting |
| 9 | AOB  Next newsletter planned for August | CH to draft and circulate for comment asap |
| 10 | Date, time and venue of next meeting Thursday 19th October 2017  12.30 – 2.00pm @ Alwoodley Medical Centre | VT to book room |