### Alwoodley Medical Centre

### PPG meeting 5th July 2018

**Present (Patients):** Keith Reynolds (KR), Dick Killington (DK), Jane Bradshaw (JB), Shelley Ross (SR), Marliyn Ableson, Hilary Rhodes (HR), Dr Stewart Manning, Carolyn Holroyde (CH)

**Present (Practice):** Dr G Manchester, Dr J Valencia, Sam Kyle (SK – Operations manager)

**Apologies:** Brenda Metcalfe (BM), Val Lenthall

**Copies to:** Dr Raj Sathiyaseelan, Dr M Sutcliffe, Eric Gilbart, Alastair Hagues, Liz Locke, Deborah Padgett, Julie Ridsdill, Margot Clements, Karen Winspear (Office manager)

**Compiled by:** CH

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| **Item** | **Minute/Comment** | Action |
| 1 | Apologies were received from BM and VL. We were delighted to welcome another new patient member to the group – Dr Stewart Manning. Note following meeting – CH has contacted all PPG members and those who have expressed an interest in participating in the group twice. Those who have still not given express consent to GPDR (General Data Protection Regulation) to remain on our distribution list will no longer be contacted. |  |
| 2 | **Approve minutes of the last Meeting**The revised minutes of the last meeting in March were approved. |  |
| 3 | Matters arising* 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.
* SK reported that funding was not available for window blinds to address concerns about sunlight reducing visibility on the TV screens in Reception
 | KW/Dr S |
| 4 | Discussion around appointmentsThe group spent a considerable amount of time discussing the lack of availability of non-urgent appointments, especially online appointments, where it is common for there to be only up to 3 appointments available online for the coming 4 weeks.The doctors explained that they have a large number of telephone calls every day (100+) for which appointment slots have to be left available for urgent attention. With this volume of urgent appointments, they are unable to free up more slots for general booking as their priority has to be for urgent cases. On Mondays and sometimes Fridays, they currently have to keep all slots free for urgent cases, with no slots being available for general booking. The doctors reported that they are very aware of the problem which is discussed regularly in their meetings, and have tried different ways of managing this but have not been able to find a better solution than at present. The Group recognise that the service for urgent appointments is excellent and needs to be maintained, however, they are still keen for the doctors to continue to explore other means of managing this. The doctors reported that they believe additional doctors would not help to relieve the situation. It was noted that dispensing practices such as Collingham have a significant income stream from dispensing which alleviates their funding issues and appointment availability. |  |
| 5 | **Application for funds**DK updated the group on the fact that NHS England has made £25,000 available to the new combined Leeds CCG for use specifically by its PPGs. Applications for bids of up to £1,000 from PPGs are requested by 16th July. The consensus of the Group was that our bid should be made for “patient communication” as this is one of the main issues we have in involving the wider patient audience in Practice matters. Two specific items were discussed:1. The purchase of a larger TV screen which would enable the PPG to more clearly promote messages about the PPG, how to become involved, encouraging new members to form a more representative group typical of its population.
2. Funding to support printing of PPG materials

It was agreed that we would submit a bid on this basis, and CH would produce the required documentation, in conjunction with DK and KR. | CH/DK/KR |
| 6 | **Discussion of points raised by/with doctors**No other points discussed apart from appointments |  |
| 7 | Connect Well UpdateJane reported that her work continued to go well, now two years into the project. She is still following up the contact made by Caroline Agnew, the Volunteer Placement & Development officer for the Leeds & York Partnership Foundation Trust about a befriending service. The project is funded to the end of 2019 and it is hoped that funding will continue after this date. |  |
| 8 | Me and My MedicinesNo further update on this project. |  |
| 9 | **Website changes**It was noted that the Practice website [www.Alwoodleymedicalcentre.co.uk](http://www.Alwoodleymedicalcentre.co.uk) has been completely redesigned along a standardised NHS format by Dr Sutcliffe. It appears to still be work in progress as some sections are not completely up to date (eg staff photos, PPG content) and some comments have been received from a patient about broken links or incorrect information which CH will pass on to Dr S.  | CH/Dr S |
| 10 | **Friends and Family Results**CH showed a graph showing the trend of recommendations to the Practice from the Friends and Family survey up to the latest published figures of March 2018. Recommendations have improved considerably since the merger and now (March 2018) 90% of people would recommend or definitely recommend the Practice, slightly above the England average of 89%. The percentage of patients who would not or who would definitely not recommend the Practice stands at 6%, below the England average of 7%.Brief analysis of the verbatim results from the survey confirmed that the key issue remains the lack of appointment availability, or time to book one.  |  |
| 11 | **Newsletter**It was noted that the Pharmacist who was featured in the April edition has now unfortunately left the Practice. Ideas for inclusion in next edition (Aug/Sept) include a day in the life of one of the doctors, promotion of new service where photographing of skin issues can take place at the surgery and forwarded on to specialists. Draft to be produced by CH/SR, with input from MA.CH asked SK to check on numbers of newsletters used/remaining to feed in to numbers printed of next edition. | CH/SR/MA |
| 12 | **AOB**1. CH asked SK to check if they are able to email or text patients when a newsletter comes out
2. KR agreed to produce an annual report for 2017/18 following merger.
 | SKKR |
| 13 | Date, time and venue of next meetings**Thursday 4th October 2018** 12.30 – 2.00pm @ Alwoodley Medical Centre (PLEASE NOTE CHANGE FROM EARLIER PROVISIONAL DATE)Provisional December meeting to be changed to January 2019 (date tba) | SK to book rooms |