

PPG Meeting
September 25th 2019
Alwoodley Medical Centre (AMC)

Present (Patients): Dr Stewart Manning (SM), Richard Killington (RK), Shelley Ross (SR), Alex Manning (AM), Hilary Rhodes (HR), Marilyn Ableson (MA), Hiba Kurshid (HK), Lesley Clayton (LC), Susan Carter (SC)

Present (Practice): Dr Raj Sathiyaseelan (Dr RS), Sam Kyle (SK), Sue Appleyard (SA), Jane Bradshaw (JB)

Compiled by: SR

Item	Notes	Action	
1	Apologies Carolyn Holroyde, Keith Reynolds, Jayne Tait		
2	Approve minutes of the last Meeting The minutes of the July meeting were approved.		
3	Matters arising/outstanding MA said the new website was excellent. Virtual member Grahame White had emailed SR to advise that he also thought the website was excellent. SM said he was very pleased to see that information about obtaining blood test results was displayed at AMC's reception. New members Lesley Clayton (LC) and Susan Carter (SC) were welcomed to the meeting.		
5	Adel Surgery Dr RS advised that the application to close the surgery was due to be submitted to the CCG. An 8-week engagement period would ensue. AMC will withdraw from the site in March 2021 when the current lease expires. The PPG will be engaged in the process but will not adopt a formal position. Its role will be to continue submitting patients views about the closure to the practice and facilitate when required. Dr RS will keep the PPG informed of developments	Dr RS	
6	Terms of Reference New Members SR advised that some new members were joining because they wanted to bring personal issues to the table and suggested that new terms of reference should be drafted, clearly stating that the role of the PPG is to discuss matters relating to services provided by the practice. However, it was agreed this should be reiterated when acknowledging prospective members applications. SR added that she was concerned that if members were not allowed to raise personal concerns, how would the PPG be able to make a difference? SM stated that any issues should be brought to him	SM	

	and he would deal with them.		
7	<p>Signposting</p> <p>Practice manager JT had emailed SR to ask the PPG if they could assist with educating fellow patients about the process of accessing medical services within AMC. This included:</p> <ul style="list-style-type: none"> • New ways of contacting the surgery (e-reception, online access) • Telephone consultations • Saturday appointments at Rutland Lodge • Signposting patients to the pharmacy, physio, Healthy Minds and other healthcare professionals <p>SR presented 3 different NHS signposting images being used by other practices to educate patients. SR advised that the practice needed to produce a roller banner, posters and video to be shown on the TV to hammer home the message.</p> <p>Dr RS asked SR to send the images to Office Manager, Karen Winspear.</p> <p>Dr RS added that although he would like the system to remain as it is, with patients always seeing a doctor, this was no longer possible due to not only a shortage of GPs, but also because most of the GPs at the practice were part-time. This is, however, a nationwide problem and not just a local one.</p>	SR	
8	<p>Open Mornings</p> <p>The next open morning will take place on Monday October 7th. RK and SR will speak to patients at AMC during morning surgery about the new signposting process and anything else the medical team request. They will provide feedback.</p> <p>Another session will be held after the application to close the Adel surgery has been submitted to the CCG.</p>	RK and SR	
9	<p>FAQs – Website</p> <p>RK suggested FAQs be uploaded onto the website. This had followed an incident whereby a patient and new PPG member had sought an appointment to see a specific GP as she wanted a medical report completing for travel insurance purposes. She was unable to gain an appointment which resulted in her not being able to book the holiday. When she contacted SR, she was advised that she could have requested a telephone consultation with any of the GPs and a report would have been completed, although there would be a charge. SA said there were not any specific questions that were frequently asked and therefore it would be difficult to produce an FAQs section.</p> <p>SR stated that the section about the PPG should be updated. It was agreed that she should do this.</p>	SR	
	Newsletter	SR	

10	<p>SR advised that the content of the next newsletter would include:</p> <ul style="list-style-type: none"> • MA's interview with SA • Flu vaccinations • Smear Tests • Signposting. <p>Dr RS advised SR to speak to Practice Nurse Karen Gornall about the flu vaccination programme.</p>		
11	<p>AOB</p> <p>RK advised of a PPG AGM which would take place on October 9th. RK, MA and LC said they would be attending. RS will issue the details to SR who will circulate them.</p> <p>The Practice has been awarded the RCGP Yorkshire Faculty Good Neighbour Award 2019.</p>	SR	
12	<p>Date of Next Meeting</p> <p>Wednesday November 20th at 1pm.</p> <p>A pre-meeting will be held at 1230pm for patient members of the PPG to attend.</p>		