

Alwoodley Medical Centre
Notes of PPG meeting 27th March 2019
12:00 – 2:00pm at Alwoodley Medical Centre (AMC)

Present (Patients): Keith Reynolds (KR), Dick Killington (DK), Shelley Ross (SR), Marilyn Ableson, Dr Stewart Manning (SM), Hilary Rhodes (HR), Alex Manning (AM), Grahame White (GW), Carolyn Holroyde (CH)

Present (Practice): At 1pm the meeting was joined by Dr Raj Sathiyaseelan (Dr R), Dr M Sutcliffe (Dr S), Jayne Tait (JT), Sam Kyle (SK), Sue Appleyard (SA), as well as Hiba Khurshid the Centre Manager at Lingfield Community Centre

Apologies: Jane Bradshaw (JB), Val Lenthall (VL)

Copies to: Eric Gilbert, Alastair Hagues, Liz Locke, Julie Ridsdill, Brenda Metcalfe, Deborah Padgett, Karen Winspear (KW)

Compiled by: CH

Item	Notes	Action
1	Apologies were received from JB and VL. The Group welcomed two new members – Alex Manning and Graham White.	
2	AGM The Chairman's report and revised terms of reference were approved and the outgoing Chairman was thanked for his significant contribution to the PPG over the last 5 years. The new Chair (SM), Vice-chair (DK) and secretary (CH) were appointed. KR will continue as an active member of the PPG.	
3	Approve minutes of the last Meeting The revised minutes of the last meeting in January were approved.	
4	Matters arising/outstanding Covered under points below	
5	Discussion with doctors The doctors explained the introduction of the concept of networks being introduced by NHS England to help to alleviate recruitment issues nationally. There are five groups which will be part of the local network, involving staff to work in other practices as well as AMC. These are: pharmacists, paramedics, physiotherapists, physician associates social prescribers. These 5 groups of healthcare workers are to help manage the need for more help in managing the needs of the population and will help to alleviate the difficulties of not having GP and nursing workforce.	

	<p>Primary care networks are summarised below- they are not to help with recruitment, but to help proactively manage patient care:</p> <p>Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.</p> <p>To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in primary care networks.</p> <p>Primary care networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. Where emerging primary care networks are in place in parts of the country, there are clear benefits for patients and clinicians.</p>	
6	<p>PPG promotion including notice boards</p> <p>It was agreed that the pull-up stands and A5 flyers promoting recruitment to the PPG will be displayed in both surgeries. Agreement is still required on whether the PPG notice board can be re-sited and replaced with a larger board, as it is not obvious to patients that this exists where it is. The Staff notice board is still awaiting update following changes to staffing and is not currently on display.</p>	<p>CH/Practice</p> <p>Practice</p>
6	<p>Open afternoons</p> <p>Practice to advise on unsuitable dates/times to hold Open sessions so that sessions can be arranged. Mornings are busiest and therefore most suitable for reaching patients, we are aiming to hold 3 or 4 sessions over a period of 2-4 weeks.</p>	Practice/SM
7	<p>Group consultations</p> <p>Dr S reported that they are planning to trial a group consultation for one of the five chronic diseases (possibly diabetes) in the summer.</p>	
8	<p>Friends and Family Results</p> <p>Analysis of the results from the survey was presented at the meeting, including a brief analysis of the verbatim comments made over the last year. The percentage of patients who would recommend the Practice averaged 88% in 2018, slightly below the averages for Yorkshire & Humber and England overall. The verbatim data showed many compliments given, and it was noted</p>	

	<p>that satisfaction overall is high with the majority of patients as demonstrated by 88% recommendation. Areas of improvement include:</p> <ul style="list-style-type: none"> • The length of time to make a routine appointment , especially with their chosen doctor- this remains the key issue that patients have with the service provided • Delays in being seen at the appointment time, and no apologies for over-running – with requests that the screen or a text message informs patients of likely delay • The length of time to get through on the telephone, unclear answerphone recorded message and patient message left on answerphone to cancel appointment not being registered in time • Request for text reminders of appointments on day of appointment as well as day before • Saturday morning opening and late opening on more than one evening • Request for a voice system to call patients in addition to being shown on screen • Requests for doctors to do call backs more than once, or given better idea of when call might take place • Abrupt service received at Reception • Few comments about the AMC premises (requests for radio and clock, more legroom in seating area and improved lock on toilet door), but some comments about need for upgrading of Adel surgery <p>These comments were discussed by the Group and actions will be taken to improve where possible.</p>	
10	<p>Newsletter</p> <p>Next newsletter overdue. Possible content to include article on who to see for what ailment, changes to prescribing of medications, possible focus on role of paramedics. SR & MA to work with CH to produce draft asap</p>	SR/MA/CH
11	<p>AOB</p> <ol style="list-style-type: none"> 1. Hiba Kurshid joined the meeting to explain her role as manager at Lingfield Community Centre and the various groups that meet there, including youth, elderly, mental health, mums and tots, etc. SM agreed to go to talk to groups at the Centre to explore areas we could work together. 2. It was commented that the PPG pages are harder to find with the newly designed generic website. Dr S to be asked to see if this may be improved 3. GW tabled a note which was not discussed and may wish to put on next agenda 	<p>SM</p> <p>Dr S</p> <p>GW</p>
12	<p>Date, time and venue of next meeting</p> <p>Next meeting arranged for Wednesday 22nd May at 12-2pm. Practice staff to join at 1pm.</p>	Practice to book room