### PPG Meeting

### November 13th 2024

**Alwoodley Medical Centre**

**Present (Patients):** Dr Stewart Manning (Dr SM), Richard Killington (RK), Shelley Ross (SR), Philip Turnpenny (PT), Louise Scott (LS), Colin Sykes (CS), Barbara Robinson (BR), Kate Pritchard (KP), Bea Glass (BG)

**Present (AMC):** Dr Raj Sathiyaseelan (Dr RS), Dr Jorge Allegria Valencia (Dr JAV), Ayishah Khan (AK).

**Visitors:** Madeleine Wood (ML) Moor Allerton Library

**Minutes compiled by:** SR

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**Apologies**

Marilyn Ableson, Luke Gawthrop-Pleasant, Sue Smith, Alex Sharpe, Brenda Metcalfe.

**Minutes Of Previous Meeting**

The minutes of the September 11th 2024 meeting were approved.

**Matters Arising**

**Befriending Service**

**Action:** SR to contact LGP.

SR advised that the befriending services information was now fully displayed on the social proscribing page of the website [Social prescribing service - Alwoodley Medical Centre](https://www.alwoodleymedicalcentre.co.uk/appointments/clinics-services/social-prescribing-service)

CS said he was still trying to arrange a meeting with the Lingfield Centre.

**Digital Support Sessions at Moor Allerton Library**

**Action:** MW to report back at the next meeting.

MW said that since the last meeting, a session had been held in September. Twenty places were booked but only 13 people had turned up. A session had also been recently held at which 13 people had turned up which MW said was good. She added that the average age group of those attending was 70+.

LS had asked at the last meeting whether sessions could be held on a Saturday. MW said that the library did not have the staff to accommodate this. Dr SM asked if other people could deliver these sessions who were not librarians and suggested approaching one of the local schools to ask if their students would be interested in helping. Dr RS said they were often approached by school students who wanted to study medicine and were seeking work experience at the practice. He said they would be ideal to help man these sessions. Dr SM said it was important to find the correct contact for this.

Dr SM asked if there was still a need for the support sessions to continue. MW advised that another one was due to be held in December. It was agreed to see how well the next session was attended and a further discussion would be held at the next meeting in January 2025.

PT said that at a recent PPG Network meeting, attended by both himself and RK, he had advised of the success of the digital support sessions which was well received.

**Action:**

* MW will report back in January about the December session and will also investigate the possibility of local school pupils assisting with future sessions.
* A decision will be taken about whether to continue with them.

**PPG Noticeboard**

**Action:** BR to speak to LGP/Ayishah about the PPG noticeboard.

BR said she has been liaising with AK about this and would be meeting with her to discuss further.

**Reading Well Scheme and Easy Read Leaflets**

**Action:** MW to look into this and report back at the next meeting.

SR reported that there were currently no books on display and had been advised by MA, who was not at the meeting, that this was due to a problem with returning some of the books to library.

MW advised that she would be restocking the book shelves.

**PPG Facebook Page**

**Action:** SR to contact LGP/Ayishah to arrange a meeting to discuss this. BR to attend.

SR said she had been liaising with AK about how the practice communicates with patients. She advised that patients receive information via text or by signing up to receive news from the practice. Patients are able to do this by visiting About Us and selecting the News option; here they can subscribe to receive updates

<https://www.alwoodleymedicalcentre.co.uk/about-us/news>

SR said that the location of this sign-up facility was not obvious as patients would not know where to find it. She suggested that it be moved to the home page where it had previously been located before the website had been changed. AK said she would contact the website designer.

A discussion ensued about the practice having a Facebook page. SR said she felt it was important that AMC had a page as it would be a good way to communicate with patients and would hopefully drive traffic away from the Alwoodley Ward Residents Group which has 9,200 members. She referred to a post that morning where a patient had expressed her anger at being unable to book an appointment via PATCHs which had attracted 100 comments.

SR said the idea of the page would be to advise patients about practice news, clinics, health tips etc but would not enable members to post comments. However, she hoped members of the page would use the messenger facility to express their concerns which would be picked up by the PPG and then passed onto the practice for advice. She explained that the page would have to be a collaborative effort between the PPG and the practice. SR added that the other practices in north Leeds had Facebook pages.

Referring back to the patient who had made a post about PATCHs, SR explained the patient had been unaware that PATCHs closed when it reached capacity and then reopened. She said the message did not state this and should be changed. Currently, the message reads, “Alwoodley Medical Centre is currently unavailable for health problems on PATCHs. They will next be available tomorrow at 0800. PATCHs is closed as the surgery as now reached its safe capacity to see patients. PATCHs will reopen at 8am the next working day.

SR said patients were unhappy because the existing message gave no indication that the booking system would reopen and needed to be changed to reflect this. It was decided that AK would speak to PATCHs, which is independent of the practice, about changing the message. It was pointed out that the message was probably a generic message as this system was used by other practices.

**Action:** AK to:

* speak to the web designer about moving the sign-up facility for practice emails to the homepage
* speak to Vicky Amos about a practice Facebook page
* contact PATCHs about uploading a clearer message

**Private Area for Patients at Reception**

**Action:** Dr RS to speak LGP.

Dr RS advised that there was a room available for private conversations with the reception team behind the reception area. However, due to increasing staff and trainee numbers this was being used more and was impacting on the availability of a private space. He added that patients could still talk to staff privately if required

**Action:** AK to look into this further.

**RSV, Flu and Covid Vaccination Programme**

Dr RS said the practice has approximately 1000 flu vaccines left for this season and there were still clinics being booked and walk in clinics being held. He advised that going forward, the practice would continue to offer a flu immunisation service, but due to the cost pressures of ordering vaccines and other providers also offering flu jabs, the practice would reduce the stocks ordered. This was because unused vaccinations may need to be destroyed which is a waste of resources. He added that this will not impact patients being able to get flu jabs as they will still be able to have their vaccines at the surgery or a local pharmacy.

Dr JAV said that although the flu and covid vaccination programme finished at the end of January, if patients had not had them by December, they were unlikely to do so.

LS asked if the practice was offering egg free vaccines and Dr RS said they were.

PT said that the feedback he had received from patients about the practice’s vaccination programme was extremely positive - patients were very impressed.

**Impact of the Budget on AMC**

PT asked what the impact of the recent budget would be. Dr RS said there would be no impact until April but potentially could cost the practice an additional £60,000. However, he was hopeful something would be introduced by the government to assist GP practices.

**AOB**

RK said he had attended a PPG network meeting with PT and been given NHS Have Your Say leaflets to hand out to patients. He had sent them to LGP (Practice Manager).

RK asked if there was anything the PPG could do to help the Practice. Dr JAV said the PPG was a very active group.

BR asked if any of the GPs had special interests. Dr RS said to look on the website at the GP profiles.

CS asked why the staff photographs on the website been removed. Dr JAV said it was because a member of the team had been threatened.

**Next Meeting**

**January 15th 2025**