### PPG Meeting

### July 3rd 2024

**Alwoodley Medical Centre**

**Present (Patients):** Dr Stewart Manning (Dr SM), Richard Killington (RK), Shelley Ross (SR), Philip Turnpenny (PT), Louise Scott (LS), Brenda Metcalfe (BM), Barbara Robinson (BR), Colin Sykes (CS), Susan Smith (SS)

**Present (AMC):** Dr Raj Sathiyaseelan (Dr RS), Jayne Tait (JT), Luke Gawthrop-Pleasant (LGP)

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

**Minutes compiled by:** SR

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**Apologies**

Alex Sharp, Marilyn Ableson.

**Minutes Of Previous Meeting**

The minutes of the May 1st 2024 meeting were approved.

**Matters Arising**

**Befriending Service**

CS compiled a list of groups offering befriending services including groups for those under 60.

**Action:** CS to provide SR with contacts from the Lingfield Centre

**Update:** CS was unable to gain any contact information.SR to email across the existing list of befriending services to LGP to be uploaded onto the befriending services page of the AMC website.

**Seeking Out Research Opportunities**

**Action:** Dr SM to contact Dr RS to discuss further**.**

**Update:** Dr RS advised that this could not be done at the moment but would be reviewed in the future.

**Experience of my GP Surgery**

As part of a recent Involving You newsletter issued by the ICB, there had been an article about an ongoing patient feedback survey developed by the ICB’s Involvement team to be used by all practices in Leeds.

**Action:** Dr RS advised that he would look into this and report back at the next meeting.

**Update:** Dr RS said the Practice used the Friends and Family Test. LGP said it was still running and was very successful. There was also a survey issued by PATCHS.

**Digital Support Sessions at Moor Allerton Library**

**Action:** MA to provide an update at the September meeting of how the sessions went.

MW said that approximately 500 people turned up to the sessions run in conjunction with the PPG, AMC and Moor Allerton Library. On the first day, there were queues outside the library. She explained that they registered people with PATCHS and staff from AMC gave out instructions on how to use it. People were taught in groups. Dr RS said an additional 800 patients were now registered with PATCHS. Patient Services Manager, Vicky Amos (VA) had helped patients on a one-to-one basis in the Practice while MW had also helped people individually at the library.

MW explained that some patients were struggling to understand how to access the account ID, ODS code and linkage key etc needed to complete PATCHS. JT said once patients had registered with PATCHS, they should send a message to receive this information.

LS said she had been contacted by some patients who were struggling with PATCHS. Dr RS advised they should contact the Practice.

MW asked if more sessions should be organised. Dr RS said there would be an ongoing need. MW said they could have a specific afternoon devoted to this. It was agreed that MW would liaise with VA.

**Action:** MW to speak to VA about arranging more sessions.

Maddie asked whether it would be worth having a volunteer to come in to the Practice and have a specific session to help patients use PATCHS and the NHS app. She explained that Leeds Libraries works with 100% Digital Leeds which works with local networks to assist older people with IT. There were also other volunteer organisations that would be able to help. The sessions would be arranged in advanced and publicised in the Practice and the library.

Dr SM thanked Maddie for all her help.

**Action:** MW to provide an update at the next meeting in September.

**CCCG 2019 Grant for Reading Well Scheme**

**Action:** LGP to find out how much of the funds remain from the CCG grant of 2019

**Update:** JT advised that of the £2,100 awarded, there was £1,529 remaining.

Dr SM asked if anyone had any suggestions and it was decided to discuss this at the next meeting in September.

**Action:** To discuss at the September meeting.

**Practice Statistics**

SR had circulated the following figures to members prior to the meeting. The figures had been compiled before the new PATCHS system had gone live:

* The Practice had 19,376 patients
* The Practice received 300-700 telephone calls per day
* 600 prescriptions were written per day (on average)
* There were 140 face to face appointments per day (on average)
* There were 84 telephone appointments per day (on average)

Dr RS advised:

There were eight partners and 11 salaried doctors which was the equivalent of 13 full-time GPs. He said there were four registrars. Excluding the four registrars, this equated to 1,488 patients per GP. The national average was 2,294 patients per GP.

**PPG Terms of Reference**

**Action:** SR to send comments made by the group to BR

BR to issue a draft final copy at the next pre-meeting in July

**Update:** The Terms of Reference were agreed at the pre-meeting. SR thanked BR for her help with this,

It was agreed that there was no need to revise the Quality Indicator checklist at this time.

**Update on the New Appointment System/PATCHS**

Dr RS said they had received a lot of positive feedback. Theoretically, it worked better than the previous system, as patients were signposted to see the most appropriate person. All PATCHS requests were triaged by a GP. There were three GPs who did this. Patients could now have an appointment up to 2 weeks in advance but in most cases it was one week. However, some patients were not showing up for their appointment. There was a cap for PATCHS but this was now a lot later in the day and in some instances, it was still open at 4pm. This enabled patients more time to book an appointment.

SR mentioned that patients were not able to choose a specific doctor but Dr RS said this was possible. She also mentioned that she had tried to confirm that she would be attending an appointment but the message had been closed and so she had sent one via the admin option. Dr RS said this depended on if the original message had been closed or not.

**Membership of the National Association for Patient Participation (NAPP)**

It was agreed not to become a member of NAPP.

**Liaising with other PPGs**

Dr SM advised that the regular meetings of PPGs in Leeds were no longer taking place. SR had contacted Adam Stewart at the Integrated Care Board (ICB) who had advised that the PPG Network Support Group had been put on hold at the end of 2023 due to restructuring within the ICB. There was no timeframe set for when and if these would start again.

**PPG Noticeboard**

BR asked if the PPG noticeboard could share the carers noticeboard. She said the existing position of the PPG noticeboard next to the check-in screen was not in a prominent enough position. LGP said he would look into this and feedback at the next meeting. CS said there was a notice overload on the protective screens surrounding the reception desk. SR said these needed to be arranged in a better way.

**Action:** LGP to report back at the September meeting.

**AOB**

BR said she had a regular prescription which was hard to obtain at times. On a recent occasion when this happened, she had found a barcode for this drug on her NHS app. She was told that this meant she could visit other pharmacies to see if it was available. In one pharmacy, she had shown the assistant who had then taken her mobile phone behind the counter and out of sight. After five minutes, the assistant had returned and advised that it was not in stock but would print out a prescription for her. BR said she was concerned about the security aspect of this.

Dr RS said when patients experience this issue, all they need to do is give the pharmacist their name and they should be able to download the code. JT said BR should speak to the pharmacy about what happened.

Dr SM said many pharmacies are now charging for deliveries.

SR said it would be a good idea for the PPG to have its own Facebook page which would only be available for patients of the Practice. She asked if the Practice would be able to verify those who want to join but LGP said this would breach data protection. LGP said the PPG could have a page which would not allow people to make comments but be used for information purposes. SR agreed this would be a good idea and could be used by the Practice and the PPG to highlight AMC and PPG news.

**Action:** It was agreed that SR would look into this further and report back at the next PPG meeting in September.

BR asked if the Practice was carrying out Severe Mental Health checkups. Dr RS confirmed that it was.

**Next Meeting**

Wednesday September 11th