### PPG Meeting

### 6th March 2024

### Alwoodley Medical Centre (AMC)

**Present (Patients):** Shelley Ross (SR), Philip Turnpenny (PT), Colin Sykes (CS), Louise Escott (LE), Marilyn Ableson (MA), Susan Smith (SS), Brenda Metcalfe (BM)

## Present (Practice): Dr Jorge Valencia (Dr JAV), Luke Gawthrop-Pleasant (LGP)

**Visitor:** Maddie from Moor Allerton Library

**Compiled by:** LE

|  |  |  |
| --- | --- | --- |
| **Item** | **Notes** | Action |
| **1** | **Apologies**  Richard Killington, Dr Stewart Manning. |  |
| **2** | **Minutes Of Previous Meeting**  The minutes of the December 6th 2023 meeting were approved. |  |
| **3** | **Matters Arising**  **Reading Well on Prescription**  MA advised that books were being looked at and leaflets were being taken. No feedback forms had been completed by those using the service.  **Befriending Service**  CS advised that MAE Care covers Shadwell, Moortown and Alwoodley for people who are aged 60 and above. It offers a befriending service by telephone to those who are vulnerable and need support. There is also a walking group which usually meets once a month. Links to another walking group was shared to the group by SR following the last meeting. LE asked if we could look into finding groups for patients younger than 60. LGP suggested that a page about befriending services could be added to the AMC website.  **Action: CS agreed to look into other befriending services in the area and report back at the next meeting.**  **PATCHs**  MA had experienced some issues with PATCHs which she raised at the last meeting. Dr JV had been asked to look into this and report back at this meeting. He advised that he had not done this but would ask VA to provide an update to SR before the next meeting.  **Action: VA to provide an update before the next meeting.**  **RK’s test results and response to his wife’s email**  SR advised the meeting that Dr RS had spoken to RK. SR reminded members that personal issues like this would no longer be discussed at the main meeting but could be raised at the pre-meeting.  **The Pharmacy Group**  Dr SM is still looking into this.  **Action: Dr SM to report back at the next meeting.**  **Seeking out research opportunities**  **Action: Dr RS and Dr SM to report back at the next meeting** | **CS**  **VA**  **Dr SM**  **DR RS & DR SM** |
| **4** | **Communication with Patients**  PT reported that a text message had been sent to some patients on 29/01/24 asking them not to contact the practice but to either attend walk in centres, pharmacies or contact 111. Dr JV and LGP said they were not aware that this message had been issued and were not sure what the issues were.  **Action: LGP said he would look into this and report back at the next meeting.**  In recent weeks, there had been some extremely negative comments about the practice on the Alwoodley Ward Residents Facebook (FB) page. The practice had responded to these with the following statement on its website:  “Partners and colleagues at AMC are aware of a number of inaccurate, as well as abusive comments on social media about the practice. AMC takes bullying in all forms, face to face or online, very seriously. We would encourage anyone who has concerns or queries about our practice to contact us direct and where necessary, follow the complaints procedure.”  SR stated that in addition to this statement, the practice should have admitted that they were aware there were some issues and were looking into them. She added that the practice needed to communicate better with patients when they were experiencing issues.  Following the FB outburst, the practice had held a meeting with Councillor Dan Cohen who is one of the administrators of the Alwoodley Ward Residents FB page. Dr SM had requested to attend the meeting as the PPG representative but this had been declined. SR said the group were very disappointed that the PPG had not been represented at this meeting and requested that at any future meetings like this, a representative from the PPG should be asked to attend. Dr JV advised that he had been told that the PPG had been invited but had declined. Several members of the PPG advised that this was incorrect. It was agreed that the PPG would be invited to any similar meetings in the future. | **LGP** |
| **5** | **Appointments and PATCHs**  There have been a number of negative comments on social media stating how difficult it is to book an appointment. Dr JV advised that children under 16, palliative care, housebound and extremely unwell patients would always been seen on the same day. It was suggested that this should be put on the AMC website.  Dr JV stated that there were 50-60 GP appointments made via PATCHs each day. On average, between 70–98 telephone appointments were made. Some face to face appointments were released each morning.  Several members of the group advised that the telephone ring back system was not working. LGP advised that there was an issue and the company responsible for maintaining the phone was due to look into it.  **Action: LGP to report back at the next meeting with an update.**  Several members of the group said the existing telephone message advising patients the practice was at capacity was misleading. LGP explained that this does not mean there are no longer appointments but that lines are at capacity and to ring back. It was suggested that the message needed to be changed.  **Action LGP said he would look into this and report back at the next meeting.**  SR asked how patients travelling to work or taking their children to school were expected to make an appointment either via one of the apps or by telephone at 8am. She said she continued to be concerned by this having raised it at a previous meeting. She talked about her mother’s practice in Radlett, Hertfordshire,(which has 20,000 patients) and offered pre-bookable appointments both via apps and on the telephone. Appointments were available to book via apps on the weekend for mid-week. Dr JV said that pre-bookable appointments would mean patients waiting up to 6 weeks for an appointment which happened before Covid. Both she and other members of the group said when pre-bookable appointments had been available before Covid, they had not waited such a long time to see a GP. Dr JV said the practice was receiving requests for appointments from multiple sources including pharmacies etc.  SR suggested that it would be helpful if one afternoon a week was designated for pre-bookable GP appointments. Dr JV said he would raise this at the next partners’ meeting.  **Action: Dr JV to provide an update to the request for one afternoon of pre-bookable appointments each week.**  Several members of the group advised that some of the admin staff did not speak appropriately to patients and could be unhelpful. LGP stated that a weekly meeting was held with the admin staff. LE asked if the practice could meet up with other practices to see how they are managing with the demand of patients and their concerns.  LE suggested that a recognition scheme could be introduced at the practice to reward staff delivering great customer care which would encourage others to do the same.  **Action: LGP to feedback at the next meeting about liaising with other practices and introducing a staff recognition scheme.** | **LGP**  **LGP**  **Dr JV**  **LGP** |
| **6** | **Digital Support Sessions**  Maddie from Moor Allerton Library explained that digital support sessions could be held at the library to assist patients in using the NHS App and making appointments online. MA said she would meet with Maddie to discuss this further.  **Action: MA to feedback at the next meeting** | **MA** |
| **7** | **Any Other Business**  A member of the PPG virtual group had asked if anything could be done to prevent patients from having to queue outside in the rain.  **Action: LGP to look into this and report back at the next meeting.**  A member of the PPG asked whether the reception desk area could be opened up and the protective screens removed. This was because it felt like patients were looking down on staff.  **Action: LGP to look into this and report back at the next meeting.**  **Jayne Tait**  LGP advised that JT would be retiring and he would be the new Practice Manager. His role involved IT, helping new starters, organising locums, rotas and assisting students. A new member of staff would be taking over his current role. Vicky Amos had been appointed Patient Services Co-ordinator following Sue Appleyard’s retirement last December. She would be unable to attend PPG meetings on a Wednesday as this was a her day off.  **PPG Meetings**  It was agreed that meetings would be held every two months instead of every three months. The PPG patient members requested that the same representatives from the practice attend each meeting.  The meeting concluded by SR stating that the PPG wanted to create a positive partnership with the patients and the practice. | **LGP**  **LGP** |
| **8** | **Date Of Next Meeting**  Wednesday 1st May 2024. |  |