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Minutes of the PPG meeting held on 26th May 2022 at Kensington Street

Attended: Naseem Llewellyn, Asmaa Hans, Marie Brennan, Martin Brennan and Salma Akhtar

Apologies Maria Johnson, Dr Wilson, Hazel Sutcliffe, Juraj Tancos and Hena Afzal

Also in attendance Dr. Bavington and Surji Cair

There was a general informal discussion with the members to get to know each other

Minutes of the last meeting were discussed and matters arising raised:

Notice board - Some work has been done but there is still more work that needs to be done. Surji will continue to ensure that the information is up to date. It was emphasised that it is vital to have the up to date information displayed for patients.

Website - The plan is to redesign the website as the current website is not suitable. The group was told that we are working on it and we will keep the group updated on its progress.

Appointments report was tabled. The members were concerned about the number of DNA (Did not attend). It was clarified that DNAs also include appointments that practice may have made as well as the appointments made by patients. In the future the PPG will receive more detailed appointment reports.

Some members felt that they were not sure of their functions as PPG members. It was agreed that we need to address these issues and find a way forward. Surji will look into starting initiatives such as coffee mornings or a craft group. Discussed that last year there were craft sessions held with the support from Yorkshire Air Ambulance Charity and members of PPG group helped to plan these events.

An issue was raised by a member of the group about positive comments that were being tweeted. This led to a discussion about the feedback and reviews that the practice receives on various platforms. Members asked if a report can be presented to the PPG group on a number of complaints received. Surji to enquire.

The group was informed that we reply to all NHS comments/feedback that are received. These tend to be mainly negative. There was discussion about the possible reasons for negative comments. The family and friends' (FFF) feedback form was discussed and the group was informed that feedback is generally positive. The patients are encouraged to complete these forms when they attend appointments with the clinicians.

There were also concerned about a number of people attending PPG meetings. We need to recruit more active members and maybe look at how to get more patients involved from other sites areas. The members were informed that we are looking at how people from other areas can be engaged.

It was reported that we are currently talking to Bowling Park School, Shine Project and West Bowling Community Centre about how to involve people from BD5 area.

The group was also informed that have started a South Asian Women Support Group for women with cancer diagnosis in partnership with Hale project, Cancer Support Yorkshire and Pennine Cancer Screening. The aims of the group are to:

- Empower, build confidence and self- esteem
- Build social networks and friendship
- Encourage peer support
- Help each other
- Tackle loneliness
- Develop skills

There are plans for other peer support groups to be set up to encourage self-care and management of certain conditions. These groups will be run by patients for patients.

There was a discussion about the difficulties on the phone lines. It was pointed out that there are 4 ways of booking appointments:

- Phone
- NHS App
- Online
- And e-Consult

Questions were raised if the patients were aware of this It was pointed out that this information was featured in our last newsletter however we need to do more to keep raising awareness.

Some members of the group were concerned about people having access to e-Consults. We are looking at helping people to gain necessary IT skills with the help of other community venues.

Our primary care network (PCN) - community partnership has funded an IT project at Girdlington Centre. We are helping to set up IT sessions at West Bowling community centre. Shine in West Bowling have also received funding to purchase some tablets which can be used to skill up our community members.

Update from Hena Afzal – Practice Manager was presented and discussed

- Recruitment to 8x new reception staff with training and induction underway. Training has been a mixture of in house and sourced by IT service desk. We are hoping our patients see an impact on the telephones very soon
- We have reported some issues with our phone lines to the company and they have responded quickly to investigate.
- We have a deputy practice manager and finance/business manager position out to advert at the moment.
- We have noticed we are receiving positive feedback, (like what you shared on twitter) plus someone dropped off chocolates for reception too - its lovely to see.

Dr Bavington provided further clarifications and answered some individuals queries that members had. Here are some of the points made:

Primary care is continuing to change we have now many more clinicians and staff than just GPs and they are:

- Approved Practitioners
- Dietitians
- Social prescribers
- First Contact Physiotherapists
- Nurses
- Pharmacists

There are other proposed changes by the government with the more use of pharmacies

When patient rings our Care Navigators are trained to ask information so that they can be offer them appointment with the appropriate clinicians.

Kensington Partnership is carrying out more face to face appointments than any other surgery

- We are aware that there are still issues on the phone lines and we are trying to get them addressed by recruiting new staff. The demand is very high we are receiving 1000 calls a day.
- We are in the process of recruiting further managers which will strengthen the management of the practice and improve its functions
- Discussion about retaining staff was held and a member of the group asked if staff survey would be a good idea. The practice manager is putting a number of initiatives and measures in place to retain staff. The practice manager to be asked if staff survey can be considered as one of those measures.
- More patients are now using e-Consults

Next meeting to be held on Wednesday 12th October 2022 @ 1pm @ Kensington Street Medical Practice, BD8 9LB