

High Field Surgery (HFS) Patients Participation Group (PPG) Meeting Minutes

Location:	High Field Surgery
Date:	6 December 2022
Time:	18:00
Attendees: (Patients)	Graham Burns (Chair) (GB)
	Barry Anderson (BA)
	Caroline Anderson (CA)
	Linda Robinson (LR)
	Liz Rezvani (LRz)
Attendees: (Surgery)	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
Apologies:	David Austin (DA)
	David Martin (DM)
	Kayleigh Burton (Practice Secretary) (KB)

Agenda	
Welcome and introductions	GB
Review previous minutes	GB
Surgery update	MH
Governance framework: <ul style="list-style-type: none"> • review and discuss template amends • adopt agreed versions 	GB
Any other business	All

Minutes from previous meeting – accepted.

Surgery Update

- Autumn Covid booster programme is now complete with 2,741 patients recorded as having been treated by the surgery or another provider.
- Flu vaccinations will continue until 31/03/23; 2,809 patients recorded as having been treated.
- Pharmacies are being very active in picking off ‘low hanging fruit’ patients as they collect prescriptions. This leaves the surgery having to encourage more difficult patients to have their vaccines, and leaves the surgery with excess supply since they ordered their anticipated demand ahead of the programme launch.
- High Field continues to encourage patients to attend for vaccinations but there are signs of penetration falling for both Covid booster and flu possibly due to ‘vaccination fatigue’.
- High Field is currently in the top 5% from the area’s 91 GP surgeries, for flu cohort penetration.
- Demand for appointments is outstripping supply due to:
 - Strep A – children are treated as a priority and more parents fearing their children’s symptoms are caused by Strep A, are booking appointments. In such cases antibiotics are being prescribed by default to mitigate the risk of Strep A.
 - In UK, demand generally outstrips the number of GP appointment slots, even though High Field is better placed than average. High Field offers E-consultations that allows access to facilitate patients to describe their condition/symptoms, which is reviewed by a GP within 48

hours. In addition, the local area 'extended hubs' service offers a shared appointment service to patients of other surgeries in the hub.

- High Field employs two Social Prescribers who can navigate a wide variety of non-medical support services.
- For urgent but non-life/limb threatening conditions, alternatives to GP appointments can be found at: <https://www.leedsth.nhs.uk/stay-well/urgent-treatment/> and include:
 - Walk-in centre.
 - Calling NHS 111.
- High Field Surgery Newsletter:
 - Circa 120 paper copies have been collected from the surgery. The number collected from Cohens Pharmacy is not known.
 - Data shows 150 downloads from the website. The number of people reading (not downloading) the newsletter online is not known.
 - The current newsletter needs to be withdrawn because the Covid references are now outdated.
- MH wants to consider ways to encourage ongoing feedback from patients on their experience and opportunities for improvement.

Governance Framework

The governance templates (with suggested amendments) were discussed. Two members (one absent) raised concerns about the Data Permission, specifically the sharing of email addresses with other PPG group members. It was explained that sharing email addresses will aid collaboration between member sub-groups and remove the risk that email addresses are revealed by simple user error that could result in a formal complaint. The Chair explained that he, nor any member wants this risk.

LR was concerned that email accounts can be compromised, resulting in unwanted or mischievous emails being received. She agreed to consider setting up a separate 'PPG only' email address to remove the risk of her main email address.

All suggested amendments were adopted by unanimous vote.

Any Other Business – none.

Meeting closed at 18:55.

Next meeting dates:

- Patient sub-group: to be confirmed
- Full PPG: 07/03/23 by Microsoft Teams

Action	Owner	Timescale
Remove newsletter from website and surgery	MH	ASAP
Remove newsletter from Cohens Pharmacy	GB	ASAP
Format governance amendments into an adopted version and circulate to all PPG members	GB	16/12/22
All PPG to sign the Code of Conduct and Data Permission, and return signed copy to High Field surgery reception for retaining on file	All	30/12/22
Consider means to collect patient experience feedback	All	Next meeting