

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

Location:	High Field Surgery
Date:	05 September 2023
Time:	11:00
Attendees: (Patients)	Graham Burns (Chair) (GB)
	Barry Anderson (BA)
	Leanne Winfield (LW)
	Liz Rezvani (LRz)
	Paul Kaufman (PK)
	Caroline Anderson (CA)
Attendees: (Surgery)	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
	Kayleigh Burton (Practice Secretary) (KB)
Apologies:	Stephanie Kaufman (SK)

Agenda	
Welcome and introductions	GB
Review previous minutes	GB
High Field Surgery Update	MH
High Field Surgery News	GB
“Involving You”	GB
Recruiting new PPG Members	GB
Any other business	All

GB opened the meeting and welcomed our two new PPG members, Paul and Stephanie.

PK gave a background to his experience working within the NHS.

Minutes from previous meeting – accepted.

High Field Surgery Update

Flu 2023/2024

- Flu season underway, first text message invites have gone to patients today, there is a link to book an appointment
- Deliveries arrive on the 11th September and first clinic is on the 14th September
- NHS has asked to accelerate vaccinations

CA asked if HFS is also delivering Covid vaccinations at the same time as the flu

MH Explained that we are not doing this this time around, which is a decision of our PCN.

Running the services would affect delivery of core services. All patients will be called by the vaccination service.

In the spring campaign only 19 pharmacies were delivering covid vaccinations however this time there are at least 60 pharmacies.

BA – Raised the issues of patients who cannot attend a covid clinic, HP explained that if housebound there is a service available to deliver these vaccinations however if patients are able to attend hospital appointments then they are expected to attend a covid vaccination clinic.

MH – advised that in Spring the Leeds Community Health delivered covid vaccines to housebound patients and also ran clinics at Holt Park Health Centre

LW - Not everyone in the meeting are eligible for flu vaccines and therefore will not receive invite to book

MH - Agreed and explained the cohort for this year – Traditional cohort but over past few years this was expanded due to the pandemic

Dr Bobet is retiring from the practice in November – 23 years of service at the practice. Successfully recruited a replacement, who starts 1st December 2023.

CA – asked about named GP and if patients will be transferred across to a new GP

MH – Recalculation run within the practice and all patients will receive a text message to inform them of their new GP. Patients are free to see any GP and are able to choose their usual GP.

GB – RBR Minor surgery will another GP continue?

HP – Dr Adikaram and Dr Woodward provide this service.

High Field Surgery News

GB gave a background to HFS news to new PPG members. HFS publish a newsletter twice per year and asked for any feedback

LW – Queried if she was sent one

GB – Advised that Newsletter was attached to the meeting invite.

GB – should vaccination program be added to the newsletter

MH – No, if we add the information about flu then the newsletter will become out of date too soon

MH – Discussed with website provider who advised not to upload a PDF – looking into importing the content to a newsletter page

Finalise details and then can publish the newsletter and hand some to Cohens Chemist

Involving You

GB – Gave a background to “Involving You”

“Involving You Network’ is the name for the mailing list for people who are interested in finding out about, and getting involved in, opportunities to have your say in changes in health and care services in Leeds. It involves NHS, council and third sector health and care services. If you wish to hear about how you can become involve you and receive updates, please click on this link, where you will see a survey to register your areas of interest: <https://wyhcp.tractivity.co.uk/ExternalFormViewer/Form.aspx?ExternalFormID=1>

LW – Aware of this and is a member of the ICB.

Recruitment of PPG members

GB – This continues to be a challenge

How can we reach more people?

GB previously mentioned coming up to the surgery to hand out a leaflet and have a discussion with other patients

CA – Give a leaflet out when giving flu vaccination for flu clinics

MH gave an update as to what we have actively done including message on prescription, social media messages, articles on website and also on the TV in the waiting room. Most effective method would be a personal conversation with patients.

LRz – Can we have an open afternoon to advise patients of different roles available within the surgery

HP – Advised that when they see a patient they will often signpost to the alternative services including social prescribers and advised that some services require a referral in from a GP. These alternative services are attached to the PCN.

MH – informed more information is available on the High Field Surgery website

GB – Can a link to the information about alternative services be added to the Newsletter

Any Other Business

LRz – Gave feed back to a personal appointment with heart surgeon – praised the surgery for monitoring

MH – 1 star review given on Google – nobody ever gives good feedback and thanked LRz for the feedback

GB – Asked if we reply and give feedback to reviews on Google

MH – Explained very difficult to do and have to be careful how we word responses

CA – Up to capacity with patients?

MH – Still taking patients on, list size has grown organically. List size is not closed. More Drs per patient on average compared to other surgeries.

Meeting closed at 11:46

Next meeting dates:

30th January 2024 this will be an online meeting as in the middle of winter, the next face to face meeting will take place in the middle of spring

Action	Owner	Timescale
Create a leaflet for PPG recruitment to hand out at flu clinics	GB	ASAP
GB to send link to KB for “Involving You”	GB	Done
Add Link for “Involving You” to the PPG minutes	KB	Done
Newsletter – Publish	MH	Done
Add link for alternative services for Newsletter	MH	Done