Oulton Medical Centre

Patient Participation Group (PPG) Meeting

Held at The Midland Hotel on

Tuesday 18th June 2024 @ 1:30pm

Minutes

1. Welcome and apologies for absence.

* We welcomed a new member Joan Wilsher
* Apologies from John Gawthorpe & Jane Harding
* Present Andy Richardson, Helen Keaney, Jayne Dyson, Hilary Farrar and Pauline Hope.
* Minutes Proposed by HK and Seconded by AR.

1. Matters arising from the Minutes (inc updated paperwork)

* AR thanked JD for updating the relevant documents from the new PPG guidance document and proposed that we had another interim meeting to discuss these documents in detail before they went onto the website.

1. Correspondence

* There is now a printed handbook of the PPG toolkit in the surgery that shows all the new recommendations.

1. Practice Report

* The new phone system will hopefully be up and running from 21st September 2024. This will feature a call back facility which will hold your place in the queue and then the surgery will ring you back to save long waits for patients on the phone.
* The practice is now short on members of staff to work on reception. Two members of the team are off sick, two have left and one further member has handed in their notice. At exit interviews it has been mentioned that the misuse of reception is a huge factor in their decision. It was decided that a reminder about zero tolerance in the form of posters and on Facebook may be required to remind patients about their roles in the appointment process.

1. Proposed walk and chat to be introduced by the PPG.

* The practice walk was a good chance to iron out any problems there might be, and it was decided that we would proceed with the format from the practice. Therefore, the first walk will take place Tuesday 23rd July at 1:30 pm, meeting at the park café for “Walk and Talk”. Selina Thompson (the health and wellbeing coach) will be passing on the details of the walk to the relevant people.

1. Any Other Business

* JD to ask Adam Stewart when the next Leeds wide PPG meeting is as there doesn’t seem to have been one for a while.
* PH asked about accessibility to the PPG meetings and how this could be limiting our recruitment. It was decided that an alternative meeting room would be investigated so that we were completely accessible. (JD to look into different venues).
* PH also asked if PATCHES could be available in the afternoon, but not necessarily dealt with until the next day. HF replied that there are approximately 120-150 PATCHES requests daily and therefore the system must have a cut off to operate safely and within that working day. From the feedback that PH has received it was decided that many of these requests could be dealt with via other methods and we do need to offer more information on how to use these services.
* JD raised the new commitment from the practice in the PPG toolkit about a patient wide text about becoming a member of the PPG. HF said that this may no longer be possible as the ICB want practices to be more careful with their use of text as it is quite an expensive way of communicating. Joan asked if the surgery had voice text for the partially sighted. HF to investigate whether this is possible and how many patients at the surgery require this service.
* AR wanted to add a new section to the next agenda regarding the objectives for the PPG. These would include better communication within the practice and to patients. Recruitment of more members to the PPG and the setting up of the “walk and talk” project.

1. Date and time of next meeting

September 19th @ 10am – Venue TBC