

Dr L Freeman and Partners

Patient Participation Group (PPG) Minutes

Wednesday 23rd February 2022 @ 9:30 am

Attendees: Hilary Farrar, Helen Keaney, Jayne Dyson, Andy Richardson and Pauline Hope via Teams + Rob Shaw joined via Teams @ 10am

AGENDA

1. **Welcome and apologies for absence**
Jane Harding
2. **Discussion about a new chair for the group**
Andy Richardson was voted in as chair after no other nominations were put forward.
Thanks were expressed to Margaret Wills for her work as the previous chair, flowers have been sent on behalf of the PPG.
3. **Matters arising from the Minutes**
 - **Proposed and seconded** These were taken as read, by everyone at the meeting.
4. **Correspondence**
HF has received an email praising the front of house staff and the ability to book the physio directly. (It was decided that the 3 surgery boards would be updated with anonymous quotes from the e-mail and a short piece and photos of the physios).
JD & HK to action
JD has liaised with the surgery about the next newsletter, and this will become a regular undertaking, but hopefully face to face rather than via e-mail.
5. **Practice Report**
 - **Buildings and maintenance**
The outside of Oulton surgery has been painted.
New CCTV has been fitted @ Oulton & Marsh Street.

New security lighting has been fitted @ Oulton.
Inside renovations @ Oulton are now complete and it is hoped that Marsh Street will soon be renovated also.

- **Staff changes**

2 new receptionists are now fully trained, but 1 more is still needed.

An HCA (health care assistant) was recruited, but decided the job was not for her, so a new HCA is needed.

Forward Leeds provides an addiction counsellor.

2 paramedics work at the surgery on rotation.

We have 2 registrar/trainee GPs Ugo & Georgiana.

We have a pharmacist through the PCN

Dr Duvenage is retiring, and Dr Abbas has been invited to be a partner as her replacement.

We now have 9 partners, no salaried GPs, 3 of which are full time and 6 are part time.

4 members of staff are taking the BSL training course which is towards addressing our accessibility code.

- **Medical matters**

The surgery is now working a total triage system, e-consult and telephone enquiries are put onto a list for the doctors to triage. They then decide if a face to face, telephone or routine appointment is necessary, and patients are contacted accordingly. (This is the system currently recommended by NHS England).

The feedback about this is good from both patients and the staff at the surgeries.

6. Projects and events inc feedback from RS about the flyer

It was decided that as RS hadn't made a start on the flyer and the triage system seemed to be negating a lot of the negative feedback, then we would leave this for the time being.

7. PPG toolkit

Everyone requested that JD resend the work she had done regarding where we were regarding bronze, silver, or gold PPG

status and that once received they would comment and make suggestions.

8. CCG feedback

CCG is now moving to the integrated care system that will make lots more links to the services already in the community and make links so that things do not overlap. Main focus needs to be on how the changes being made will affect the patient.

Going forward the aim will be for PH to forward any updates and then the actual PPG meeting will be used for questions and comments.

Adam Stewart is holding a virtual meeting this evening PH and JD to attend.

9. Any Other Business

Newsletter - several people present remarked that they didn't receive a copy of the newsletter and it was suggested that a text message be sent out to say that a new newsletter was available, with a link to the relevant website page.

Fair Exchange event has been arranged for 9th April @ Oulton institute 2:30 - 4:30 pm. PH will be showcasing all the different areas of The Fair Exchange and the PPG has requested a stall at the event.

AR suggested that we had a yearly calendar for collating information.

The PPG e-mail is now available and needs setting up ready for use.

Communication & recruitment are going to be the focus of all the PPG work for the rest of 2022.

10. Date and time of next meeting

Tuesday 5th April @ 1pm in the boardroom @ Oulton surgery.

PH & JD joined the CCG virtual group on Wednesday evening, and this is a precis of the discussion.

- Lots of PPGs are not operating at the moment.
- PPG e-mail is up and running in 6 GP practices and so far, the feedback has been positive. The next stage is a city

wide roll out and PPGs should contact Adam Stewart if they need support.

- A PPG review was done at the end of 2021, there were 23 replies from a possible 93 and the outcome of this review will be published very soon.
- There maybe some amendments to the PPG toolkit with regards to the review and changes being made within the CCG.
- Communication seems to be a problem across the city and GP practices are constrained by what information they can actually pass on to their patients as it is a GDPR opt in system rather than opt out system. PPGs need to initiate their own list of contacts as they are not able to use the practice held list. (This is very dependent upon the privacy notice that the practice uses).

AS suggested that a link to the PPG be put on the bottom of prescriptions as a way of the PPG creating its own contact list.

- Websites were also discussed, with regards to accessibility
 - ✚ Are they too colourful?
 - ✚ Do they have too much on the home screen?
 - ✚ Are there multiple steps to reach where you need to be?
 - ✚ Accessible information standard asks is your website accessible for those with sensory loss, dyslexia, or a basic reading level.
- Collaborative Involvement - need to make sure that lesser heard communities are equally included.
- Funding is available to reduce health inequalities within the community.
- Finding out the demographic for your individual surgery will help each PPG work out how any changes at the practice are affecting these different groups.
- Helpful tips for recruitment are available in the toolkit on pages 9 & 10.