

**MINUTES FOR THE MEETING OF NORTH LEEDS MEDICAL PRACTICE'S PPG
TUESDAY 4 OCTOBER 2022 AT 6.30PM**

ATTENDEES:

Beverley Kite	Chair
Diana Oakes	Vice Chair
Philip Elphick	Vice Chair
Peter Kite	
Jaqui Williams Durkin	
Philomena Iqbal	
Mary Sheridan	
Debbie Beirne	
Bernie Wilson	

APOLOGIES:

Karen Smith	Practice Manager
Rosemarie Harris	
David Harris	
Derek Levy	
Yolande Sowerby	
Nigel Leakey	

Agenda:

1. Queen's Voluntary Service Award (QVSA) developments – Leeds Caring Hands
2. It would be good to know who the salaried doctors are
3. Flu clinics – does the practice require help?
4. Patient Questionnaire/Survey
5. Update on availability of Message function on SystmOnline (from previous discussion point – last meeting)
6. Update on what is the practice doing to better train nurses and especially GPs on menopause
7. Car Parking in the evening when the surgery is closed.
8. Being able to put our minutes on the PPG website as previously.
9. Online registrations
10. AOB

Beverley opened the meeting by welcoming everyone and asked if everyone was OK with the minutes from the last meeting. Everyone confirmed minutes were accepted as issued. Diana asked if Karen had also been OK with them and Beverley confirmed Karen had confirmed that she was happy to have them sent out to PPG members.

Beverley read out the apologies, (including **Karen**, our Practice Manager, who was unable to attend due to a family bereavement) and started to read out the agenda.

Debbie asked whether the Practice had added anything to the agenda, and **Beverley** confirmed, one of the items being **Online Registrations**, but with Karen not present, it would be probably discussed at our next meeting. Philip flagged that on the Practice's website it still states that 'online registration is disabled by your practice'.

1. QAVS

Beverley reminded everyone that at the last meeting she announced that Leeds Caring Hands had been nominated for consideration for the **Queen's Award for Voluntary Service (QAVS)**. For more details about the awards, see our previous minutes, from July. **Beverley** updated us on progress and that while the nomination has now been submitted on 9 Sep (closing date was 15 Sep), to the Yorkshire-level assessment, we don't know yet if it will go further, to the national selection. The awards are to be probably reviewed, like everything else, in light of the Queen passing away. **Beverley** explained that Dr Julier made some slight amendments to the submission and Richard from the assessment panel will visit the Caring Hands group.

Beverley updated us also that the Wednesday sessions are building up again, and Monday is also very popular, we had ca. 15 people last time and the Chair Exercises are going well. We even had a 92nd birthday celebrated at the group, with one of the attendees even baking a cake for the lady celebrating her birthday. Pictures were passed around by Philomena to everyone.

2. Salaried doctors

Beverley stated that she has put this subject on the agenda as we should know what days the doctors are working, who's been recently employed and who left. **Diana** gave the example that she found out from Social Media that Dr Julier was leaving, but acknowledging that the news is now also on the Practice's website, and **Beverley** said she only knew because Dr Julier had told her.

Debbie and **Bernie** asserted that the staff list on the website should be updated more promptly.

3. Flu Jab Clinics

The PPG asked if any help was needed for the flu jab clinics, and **Beverley** updated that the jabs will be performed at Alwoodley Medical Centre, not at the Harrogate Rd Surgery, but asked us all to confirm if we could or wanted to help as Alwoodley Medical Centre were asking for volunteers.

As the conversation turned to vaccines, people shared stories from both personal experience and from hear-say from friends and family that people seem to have been poorly in larger number or more seriously after this last round of Covid-19 jabs.

4. Patient Questionnaire

We had discussed this at the last meeting, but **Beverley** said we need one as we haven't done a Patient Survey in a while, and suggested a separate meeting with anyone interested in getting together to think about questions etc.

Debbie suggested to check whether the Practice had anything they wanted to add to the survey or find out. **Jaqui** suggested maybe also include whatever the ICS may be wanting the Practice to improve on?

Jaqui also asked what is the Practice doing with the results? Are they analysed? Are they discussed with the staff?

This led to discussion about including questions regarding the Milan St Practice, or having a separate questionnaire for Milan St and the difficulties we have with that surgery, both from a logistics perspective and the buy-in from patients there to join the PPG or actively involve themselves in their care.

Mary recalled that the last survey only produced something like 100 responses, if that. **Debbie** added that we need to be clear on what questions to ask, and keep the questions concise, unambiguous and easy to answer.

Speaking of surveys, the conversation turned to the iPads we purchased with the money from the Halifax's Community Fund and the internet connection for them. **Beverley** explained that we had paid for a 2-year contract with EE for Wi-Fi and they agreed to a 50% discount for another 6 months given that we hardly used it during the pandemic and we are a charity. But suddenly **Beverley** got a bill for £69 and a letter that the contract was over. She spoke to EE and they could see we paid upfront so they closed the account and we need to see how much money we have left from that amount we received, minus what we used.

5. Update on availability of message function on SystmOnline (from previous discussion meeting)

Cannot discuss without an update from **Karen**. To be put back on the agenda.

6. Menopause

As **Karen** wasn't present, we couldn't address the requested update on what is the practice doing to better train the clinical staff, especially GPs, on menopause, given both the recent high profile of the subject and most importantly the not-so-great experiences women have when contacting GPs with perimenopause symptoms.

7. Car Park in the evening when the surgery is closed

Reminder that the system works non-stop, even when the practice is closed. The reminder was necessary as people are being fined in the evening or at the weekend. **Beverley** stated that when the surgery is closed, or on a Sunday, there is no grace time before getting charged.

8. Being able to put our minutes on the new PPG website, as previously

Beverley confirmed they are there, but **Diana** flagged that they need to be put on a bit more timely. At the moment, the newest ones that show are from our meeting on 3 Feb 2022.

9. Online Registrations

We will need to bring this back when **Karen** is present as the Practice put this on the agenda.

AOB

None.

At this point, with no other business, **Beverley** closed the meeting, thanking everyone for their time and advising that, as always, she will write to everyone with the date for the next meeting.

END OF MEETING