

NLMP PPG Meeting Minutes

05.03.2024

18:15

Harrogate Rd Surgery

Meeting called by:	Diana Oakes - Chair	Type of meeting:	Regular PPG Meeting
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Facilitator:	Diana Oakes - Chair	Note taker:	Debbie Beirne
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Attendees:	Diana Oakes; Hilary Brockway; Yodande Sowerby; David Harris; Rosemary Harris; Debbie Beirne; Beverley Kite; Mary Sheridan; Philomena Iqbal; Beverley Kite
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Apologies:	Peter Kite; Nigel Leakey; Philip Elphick; Bernie Wilson
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Minutes

Agenda item 1:	Roles involved with the Practice - The role of Health and Wellbeing Coach (H&WC)	Presenter:	Miguel Costa
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Discussion:

Miguel summarised for us the role of the Health & Wellbeing (H&W) Coach within the Primary Care Network. He is one of two H&W coaches assigned to six GP practices.

The role encompasses diet, exercise and general wellbeing advice and support (e.g. blood pressure/diabetes type 2/cholesterol control). Referral to a H&WC must come via the GP practice but can be completed by any staff member. Patients can refer themselves but need to do so via a Practice staff member. Most likely referrals will be made via the nursing team who carry out long-term health condition (LTHC) reviews.

The H&W coaches offer face-to-face or telephone consultations. Initial consultation focuses on needs and habits and then a programme plan is created to help the individual to meet their goals. Follow up appointments take place as necessary to maintain support.

The overall programme and service continues to evolve and develop.

Action items	Person responsible	Deadline
✓ Practice staff will be instructed on this role and service offer and how to access/refer patients as appropriate	Hilary Brockway	End March 2024



Agenda item 2:	PPG Action log reviewed	Presenter:	Diana Oakes
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Discussion: Most items completed or ongoing. Diana will maintain and update as necessary in conjunction with Hilary.

Action items	Person responsible	Deadline
✓ Action log update	Diana Oakes	Ongoing

Agenda item 3:	New Harehills Community Health Centre (HC2) update	Presenter:	Hilary Brockway
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Discussion:

The practice took possession of its space within the Harehills Community Centre on 23 Feb and opened to receive patients on 26 Feb. A public Fun Day for patients took place on 2 Mar. The PPG was represented by Diana Oakes, Debbie Beirne and David Harris.

Whilst it was not ideal to hold this open day so soon after opening, the Practice was constrained by external factors including the timing of Ramadan, and the funding which had to be spent by the end of March.

The day was successful in attracting over 100 people from a diverse spectrum of the community the practice serves.

Action items	Person responsible	Deadline
✓ NONE	Name	Date

Agenda item 4:	Group consultations for long-term health conditions (LTHC)	Presenter:	Hilary Brockway
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Discussion:

The Practice plans to pilot a new model of engaging with patients who live with LTHC in monitoring their health, in place of the standard, individual health review. Research suggests that individuals may derive more benefit from a collective environment of learning and updates on appropriate management of their condition alongside hearing the experience of others.

Initially, a focus on type 2 diabetes will be piloted. Representatives from Caring Hands were asked if they are aware of any patients who may wish to take part. The focus group format will aim to have approximately 8-12 participants. PPG members also suggested that it might be useful to include those with pre-diabetes.

Action items	Person responsible	Deadline
✓ Beverley Kite volunteered to participate	Beverley Kite	As per Practice
✓ Beverley Kite will seek out possible patients to ask if they might be willing to participate	Beverley Kite	As per Practice

Agenda item 5: Practice patient triage system update **Presenter:** Hilary Brockway

Discussion:

Date to commence triage system awaited for senior management team. (Between these notes being taken and being circulated, a date has been decided, which now looks like 20th May 2024).

Hilary, Diana & Debbie met once since the past PPG meeting to discuss communications planning prior to introduction of the telephone and triage model. Comms will be a new workstream activity for Hilary, and the PPG will offer all the assistance it can to help this succeed. A small Working Group to be set up by Hilary with members of the PPG.

Action items	Person responsible	Deadline
✓ Triage implementation date pending	Hilary Brockway	16 April 2024
✓ Further comms meetings as appropriate to work towards implementation	Hilary Brockway	10 April 2024

Agenda item 6: Information displays **Presenter:** Rosemary Harris/Hilary Brockway

Discussion:

Hilary and Rosemary met and reviewed the current patient information displays and means of visual communication across the areas of the surgery at Harrogate Road.

A new staff identification board will be created with photographs and titles displayed.

A proposal has been put to the practice management team to create a focused single point (information hub) of displaying information leaflets and signposting patients to this central resource. This could most readily be created in the first floor waiting room area.

Action items	Person responsible	Deadline
✓ Proposal being costed and agreed	Hilary Brockway	April 2024

Action items	Person responsible	Deadline
✓ Implementation/creation of area	Hilary Brockway/Rosemary Harris	June 2024

Agenda item 7: New telephone management system **Presenter:** Hilary Brockway

Discussion:

System launched on 20 Feb 2024. Initial feedback from practice staff is positive. Two of our PPG members present also said they felt it worked well when they called in.

Action items	Person responsible	Deadline
✓ Ongoing review as system embeds	Hilary Brockway	Date

Agenda item 8: **King's Award for Voluntary Service presentation for Leeds Caring Hands** **Presenter:** Beverley Kite

Discussion: The award is to be presented at the Harrogate Road Surgery by HM Lord-Lieutenant of West Yorkshire, Ed Anderson CBE, on 27 March 2024. Beverley Kite is coordinating the event. The PPG agreed that this needed to be manageable and safe given it will take place during routine working hours of the practice. Numbers to be kept to between 30-40. Current list stands at 50 but some people may decline/be unavailable. From the PPG perspective, the group felt that current members also involved in Caring Hands should be prioritised over generic members of the group.

Yolande Sowerby also expressed interest in attending. Beverley stated that there have been some tentative interest from Sky News and Yorkshire Evening Post, the former to contact Diana, and the latter not having anyone available on the date, has asked that we submit photos and a write-up.

Action items	Person responsible	Deadline
✓ Beverley will update the group at the next meeting on how it all went.	Beverley Kite	16 April 2024
✓ Diana to chase Sky and to help with the write-up for YEP.	Diana Oakes	29 Mar 2024

AOB:

AOB 1:

New PPG email domain

Presenter: Diana Oakes

Discussion:

Diana explained to the group the need for a more secure email address for the PPG group. Hilary explained that this was being discussed already at ICB level.

Action items	Person responsible	Deadline
✓ Provide new email address to PPG (this is now actioned and presented at the end of these minutes)	Hilary Brockway	01.04.2024
✓ Diana to set up the new email and circulate to PPG members	Diana Oakes	01.04.2024

AOB 2:

Patient annual survey

Presenter: Diana Oakes/Hilary Brockway

Discussion:

Initial discussions have taken place. Plan for a brief, focused survey on the patients' experience of accessing the Practice planned for September 2024, to allow time for meaningful engagement following the implementation of new telephone and online triage systems this spring.

It's envisaged that the direction of travel nationally is for patients to use the **NHS App** as a main source of connection to services, and receiving notifications.

Action items	Person responsible	Deadline
✓ NONE	Name	Date

AOB 3:

NAPP/PCN

Diana Oakes

Discussion:

Diana updated the group that a decision has been taken by the Leeds Care & Health Partnership / Integrated Care Board to discontinue the quarterly meetings for Leeds PPGs. A replacement solution for keeping PPGs across Leeds in touch to be considered.

Action items	Person responsible	Deadline
✓ NONE	Name	Date

Other Information

Observers or visitors:

None.

Next meeting:

16 April 2024, 6:00pm – 7.45pm – Please note **new start time** of 6pm.

Special notes:

Please contact Diana if able/willing to help with any items as above or if you have any items for the next meeting's agenda, using the **new PPG email address**: NorthLeedsMedical.PPG@outlook.com.

*Thank
you*