

## Manor Park Surgery PPG Meeting Minutes

Date: Thursday 4<sup>th</sup> July 2019 6pm

### Attendees:

Claire Turnbull  
Dr Matt Barton  
Victor Broughton  
Michaela Stephenson

### Apologies:

Jacqueline Worthington

1.	<b>Welcome, introductions and apologies (MB)</b>
2.	<p><b>Our Ground rules:</b></p> <ol style="list-style-type: none"><li><b>1. Confidentiality</b> – what is said in the group stays in the group.</li><li><b>2. Avoid personal references</b> - as patient leaders we think about the needs of the wider public.</li><li><b>3. Avoid assumptions</b> – base discussion on evidence and good practice.</li><li><b>4. Listen</b> – listen actively and attentively. Avoid interruptions.</li><li><b>5. Challenge</b> - critique ideas, not people.</li><li><b>6. Find solutions</b> - build on one another’s comments; work toward shared understanding.</li><li><b>7. Do not monopolize discussion</b> – give others chance to speak.</li><li><b>8. Respect</b> – other people’s thoughts, ideas and suggestions (even if you don’t agree with them)</li></ol>
3.	<p><b>Practice Update</b></p> <p>This week we have been celebrating 30 yrs of employment for Nurse Alison Hudson our Lead Practice Nurse and Dr Russell Gilmore has now being here 32y.</p> <p>Dr O’Shea is unfortunately, leaving in August due to personal reasons and is taking up a salaried GP position at a surgery in south Leeds which offers more flexibility.</p> <p>Dr Liam Allender (a previous GP Trainee from 2017) is replacing Dr O’Shea and he will be working more sessions.</p> <p>Dr Cummings’ has got married and her surname has changed to Kettlewell.</p> <p>GP Registrars: Dr Haboubi has left to have a baby and Dr Chukwuedo is going in August.</p> <p>Our Domestic Violence Councillor has started and recent feedback has been positive. Our practice is working towards the Domestic Violence Quality Mark and all staff will be partaking in the Safer Leeds Domestic Violence training on 18<sup>th</sup> July TARGET afternoon, when the practice will be closed. This will help the practice adopt ‘routine enquiry’ with all females that present alone in their appointments.</p> <p>Dee is our new Care Navigator on reception and she joined us in May from Lloyds Pharmacy.</p> <p>Positive feedback was received from Victor regarding much improved phone response rates and said that the surgery seems to have a much better and more friendly culture with staff that are really helpful and try to support as much as they can. We will share this around our staff.</p> <p>Manor Park sponsored the Bramley Park Run on Saturday 29<sup>th</sup> June which saw a big turnout with lots of staff volunteering by assisting and co-ordinating on the day.</p>

	<p>We are now working as part of the West Leeds Primary Care Network working together with other GP practices to improve patient access and the services that are available to our population. This should help us to strengthen and improve our clinical and administrative workforce.</p>
<p><b>4.</b></p>	<p><b>Patient Survey</b></p> <p>The survey closed on 30<sup>th</sup> June and we received over 560 responses from MPS patients and next steps are to analyse the data and we will present the results at the next PPG meeting.</p> <p>Michaela commented that she received the text 4 times which I apologised for and said that I would pass this onto Andy, who had realised that he hadn't removed siblings, hence the reason for receiving it more than once.</p> <p>The arm rests on waiting rooms chairs fall off so the PPG have recommended that we remove them due to this being a H&amp;S hazard (they keep falling off).</p> <p>Lack of information for teenagers in waiting rooms was feedback from Michaela's daughter (via Michaela).</p> <p>Victor said that he thinks the system is working well and everything is going the right way. We briefly discussed introducing signposting/Care Navigation and the potential benefits of this.</p>
<p><b>5.</b></p>	<p><b>AOB</b></p> <p>Appointment system discussed – numbered tickets were issued earlier than 12pm and Michaela did feed this back to Vicky.</p>
<p><b>6.</b></p>	<p><b>Next meeting proposed:</b></p>
	<p>Thursday, 7<sup>th</sup> November 2019</p>