

West Leeds Primary Care Network
Patient Participation Group



Date: 06.12.2022

Location: St John's Methodist Church, Bright Street, Pudsey, LS28 6NJ

Staff Attendees:

Alison Stewart – PCN Lead Practice Manager

Nick Millington – Volunteer Lead & Community Wellbeing Advisor

Claire Richardson – Health & Wellbeing Coach

Amy Cox – Occupational Therapy Team Lead

Agenda:

1. Welcome
2. Occupational Therapist Introduction
3. Updates from last PPG meeting
4. Online Access & Consultation System
5. Activity/Patient Participation
6. Individual PPG Meetings
7. Any Other Business (AOB)

Meeting Minutes:

1. Alison introduced herself and gave a brief background about her role and how she is involved in the Primary Care Network. The team and PPG members gave introductions to familiarise everyone with who they are and what surgery they are from. Alison asked if anyone had any questions since the last PPG meeting – Some patients expressed their frustrations with their surgery and rudeness of staff, while others praised the staff in their surgery. It was discussed about a recent article in the press giving a negative connotation of the NHS – We discussed this further.

We also discussed the contractual elements of the GP practices for appointment slots and AS explained that the patient population to appointments ratio is 74appts to every 1000 patient population. The Primary Care Network (PCN) appointment slots were then explained as to how these additional slots are allocated fairly across the GP surgeries based on the patient population of each practice. Alison explained about weekend appointment and what they tend to be for (Smears, Immunisations, GPs) and stated that they use GP's on a weekend to ensure patients are seen and diagnosed/supported with their illness, rather than having to return again the following week.

A few patients have struggled with getting full online access to their record – Alison explained the different levels of access that a patient can have on their record. A few patients wanted full access to be able to see their record and appts but have struggled to get this.

A: AS to report the struggles with online services to relevant practice managers and the ongoing issues for patients currently only seeing repeats & basic Imms info.

Claire checked that everyone had received the email via the new PCN PPG email address. All but one patient had received them, which was followed up at the end of the meeting.

2. The Occupational Therapist Amy, introduced herself and explained what the role of an OT is and how they can support patients with a range of health difficulties. Amy explained that if a patient feels they needed an appointment with an OT, they can request this when they speak to a receptionist at the GP Surgery. Amy explained different places around Leeds that patients can access for specialist equipment to support their everyday living – Wheelchairs, Walking frames, Hand rails, etc. Amy explained about The William Merritt Centre and the services that they offer. A patient expressed that there isn't much information available to inform them about these services and what is available to them.



The OT Students introduced themselves and explained about the project they have been working on – Creating an educational support group for people living with cancer. The patients gave feedback that they feel this will be beneficial to a wide range of people and felt it was a good idea. The students (Harriet & Issy) explained that what the group would cover and gave a breakdown of the topics that will be focused on each week. Meditation and relaxation will be implemented into these sessions, which was suggested at the previous PPG. We discussed the aftercare of cancer patients and how often they can feel very alone/lost when their treatment has finished. We discussed how we hope to combat this issue within the new group.

One of the group suggested that it would be good for someone to give guidance on Nutrition elements and ways of living a healthier lifestyle.

3. Briefly covered the last PPG and patients suggestions for the services the PCN offer.
4. Alison explained ICS (Integrated Care Service) and how this links with hospital communications to patients and surgeries etc. Alison explained about a new system, PATCHES, that Hillfoot Surgery will be trialling. She also explained about the E-Consult and what it offers patients to be able to be triaged before an appt.
5. Skipped this section due to time.
6. Claire recapped the PPG's from each of the surgeries and fed back any dates that surgeries had for future meetings. Unfortunatley, most of the patients that attended were from the Gables Surgery who don't have their next date confirmed as yet.
7. No other business to discuss.

We appreciate the time you have taken to participate in the Patient participation Group and we hope that you will join us for the next meeting to share ideas and learn more about West Leeds Primary Care Network.

Thankyou! 😊

We will hold the West Leeds PCN PPG every quarter. The next PPG for the West Leeds Primary Care Network will be on:

TBC

Please remember, If you would like to be involved in the Patient Participation Meetings at your individual surgery, please give them a call or enquire when visiting.

GP Surgeries within West Leeds PCN	Contact Number
Robin Lane Health & Wellbeing Centre	0113 2576787
Manor Park Surgery	0113 2394416
Mulberry Street Medical Practice	0113 2570711
The Gables Surgery	0113 2574730
Hillfoot Surgery	0113 2574169
Sunfield Medical Centre	0113 2058100
West Leeds Family Practice	0113 2570313