

Manor Park Surgery
Patient Participation Group
11th November 2022 – 12 Midday

Attendees:

Claire Turnbull (Head of support Services)

Matt Barton (GP Partner)

Katie Mitchell (Site Co-ordinator)

Cllr Kevin Ritchie (Patient Representative)

Sue Okungbowa (Patient Representative)

1.	Welcome and introductions (CT) Claire welcomed everyone to the meeting.
2.	Review last meetings minutes (CT) All actions confirmed
3.	Ground Rules (CT) Everyone agreed to the ground rules
4.	Practice Updates (CT) - <u>Clinician updates:</u> ○ <u>New starters:</u> Dr Zehra Naqui ○ <u>Leavers:</u> None

- Other Important Practice News:

On 5th October, Manor Park Surgery reverted to practice-based reception teams to improve quality. Only 5 weeks in and this is working better.

Rationale: We reviewed the national patient survey and patient feedback & complaints, as well as an internal audit which highlighted some problems/themes.

- Increased patient demand for services
- Long waits on phones
- Frustrated patients
- Increased complaints and incidents (2 practices/processes)
- Issues with tasks/recall targets not being achieved.

Expected Benefits:

- ✓ Responsive to changing customer demands throughout the day
- ✓ Increased knowledge across the team
- ✓ Increased cover for absence
- ✓ Increased efficiency
- ✓ Increased patient care and safety
- ✓ Increased patient satisfaction
- ✓ Increased satisfaction for our people and teams/Enriched roles

Average patient wait times on our phone have already reduced.

CLlr Ritchie added that he attended the COVID vaccination clinic at MP recently and gave positive feedback regarding how well it was run and how it was great to see Dr Barton doingt he team run for the whole team.

Masks

- Individual choice, not required to wear in surgery, unless symptomatic and been seen in insolation room/symptomatic mask must be worn.

<p>5.</p>	<p>West Leeds Primary Care Network (WLPCN) Updates (CT)</p> <p>Representatives from the PCN were unable to join today's meeting but will when they can in the future.</p> <p>Services are continuing to be developed with new clinics being added, at a variety of locations.</p> <p>Current clinics available, which are based at Manor Park include: Physiofirst (Tuesdays), Health care assistant (Wednesdays), mental health nurse (Fridays).</p> <p>Other clinics held at other sites: physio, mental health nurse, care support workers, occupational health, community wellbeing team, frailty, dietician, cancer care coordinator, domestic violence, smear clinics, pharmacy, paramedic home visits.</p> <p>The PCN PPG have held 2 successful meetings, we are all invited to join their next PPG meeting in 2023 – Date and time TBC. I will share this as soon as communications are received.</p>
<p>8.</p>	<p>Complaints Analysis 2021-2022 & Compliments (CT)</p> <ul style="list-style-type: none"> - Talked though the presentation – displayed in the practice and on our website.
<p>9.</p>	<p>AOB</p> <ul style="list-style-type: none"> - <i>Sue mentioned had difficulties with website and email address and Katie said she would be more than happy to meet her in surgery.</i> - <i>Action: Katie to create a PPG notice board in the practice</i> - <i>Cllr Ritchie mentioned the jobs fair on 22nd Feb in case we were still recruiting. I will highlight this to our HR team.</i> - <i>Cllr Ritchie didn't like the Skype meeting. This was generated via Teams as before, and copied and pasted into the new PPG Outlook email recommended by the ICB. It would be preferable to revert back to using the practice email because it is simpler and more efficient to use this. Please can you confirm that you are happy for us to do this by Friday 17th November. We will deem a lack of response to mean that you agree.</i>

- *Discussed dates for 2023 meetings and preference to have a mix of lunch and evening. Not 21st Feb.*

2023 Proposed PPG Dates:

8th Feb 12pm

14th June 6pm

11th October 12pm

Plus another PPG PCN date