

West Leeds Primary Care Network
Patient Participation Group



Date: 13.09.2022

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

Staff Attendees:

Alison Stewart – PCN Lead Practice Manager

Ailsa McLaughlin – Community Wellbeing Team Leader & Community Wellbeing Advisor

Nick Millington – Volunteer Lead & Community Wellbeing Advisor

Claire Richardson – Health & Wellbeing Coach

Agenda:

1. Welcome
2. Who are we?
3. Ground Rules
4. Activity / Patient participation
5. Wrap Up the Session

Meeting Minutes:

1. Alison introduced herself to the patients of the PCN and explained what a PCN is and how they work in our local area of Pudsey. This explanation covered Local Care Partnerships and how they interlink with Primary Care Networks and the wider community. Alison explained the evidence around how the Primary Care Networks were established and what the aim of these are. The diverse professions within West Leeds PCN were also listed and consist of Pharmacists, Physiotherapists, Advanced Clinical Practitioners, Nurses, GP's, Community Wellbeing Advisors, Health & Wellbeing Coaches, Dieticians, Occupational Therapists, Care Coordinators, Paramedics, Physician Associates & Primary Care Support Workers.
2. The Community Wellbeing Team (Ailsa, Nick & Claire) introduced themselves and explained who they are and what they are involved in within the PCN. Nick explained that he is a Community Wellbeing Advisor (Social Prescriber) and described the type of services he may signpost patients to and what kind of support he can offer. Ailsa described that external factors often affect people's health and how Community Wellbeing Advisors can often work with other professionals to engage the patient in getting the specific support required. Claire explained that she is a Health & Wellbeing Coach with a particular focus on Cancer Care – Increasing screenings and improving diagnosis reviews.
3. Claire explained that the group is a safe place for people to feel comfortable sharing their opinions, feelings and experiences. We quickly recapped the Ground Rules for the group and listed the main factors which are:
 - To stick to the Agenda
 - Be Honest & Open
 - Respect one another and opinions different to your own
 - Listen to each other
 - Respect Confidentiality

The confidentiality of everyone involved in the meeting should be respected by all members and personal experiences shared, are to be kept within the group setting and not be discussed with others outside of the group.

4. You all kindly got involved in the activity and gave suggestions to the following question:

'Having listened to what a Primary Care Network does, do you have any ideas on what our priorities should be for the next year?'

The feedback listed was:

- Help for Carers
- Improve the system for booking appointments – Takes a lot of time/Difficult to get an appt.
- Start smear tests at an earlier age
- Promotion of services/Raising awareness of services available for patients to access
- Direct access to services, rather than via GP practices
- Access to family support services (Suggested area: Children with special needs)
- IT Support for patients to access services/self-referral forms/booking online appts
- Educating patients about the Complaints & Compliments procedures of surgeries
- Unified Communication across all of PCN surgeries
- More services in the community
- Staff attitudes – Receptionists inconsistent in approach
- Improve IT & Phone systems
- Admin/receptionist knowledge of services available
- Create a 'Guided Meditation' group – Nearest group at the moment is Leeds City Centre.

Additional Comments

- Are priorities patient driven or GP Surgery targets?
- Rare conditions – Knowledge (Issues, Meds, Support gaps)
- Delay in referrals
- Triaging – Is it working?
- Medication/Prescriptions
- Covid – An excuse for reduction/quality of care?

5. 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:

Tuesday 6th December 2022 @ 2-3.30pm

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 |