

Manor Park Surgery
Patient Participation Group Meeting Minutes
Thursday 25th January 2024 at 5:30pm.

Attendees:

Claire Turnbull (Head of Support Services)

Lucy Jones (Patient Experience Manager)

Matt Barton (GP Partner)

Liz Conner (Patient Representative)

Michaela Stevenson (Patient Representative)

Linda Birch (Patient Representative)

Gloria Bagley (Patient Representative)

Diane Wallace (Patient Representative)

Kevin Ritchie (Patient Representative)

Jean Moran (Patient Representative)

Fiona Holdsworth (Patient Representative)

Lynne Gathercole (Patient Representative)

Sue Okungbowa (Patient Representative)

Phil McConnell (Patient Representative)

Apologies:

Susan Kelly

Julie Miller

Colin Davies

<p>1.</p>	<p>Welcome and introductions (CT)</p> <p>Claire welcomed everyone to the meeting.</p> <p>Claire explained the reasons why we have not had a PPG meeting recently. All members introduced themselves.</p>
<p>2.</p>	<p>Review last meetings minutes (CT)</p> <p>All actions confirmed.</p> <p>Action from the last meeting was to add a PPG notice board to the practice displays. This was completed by our Site Co-ordinator. Claire explained this was to encourage more members to join our PPG and advised where patients can find this. All meeting minutes can be found on our practice website.</p>
<p>3.</p>	<p>Ground Rules (LJ)</p> <p>LJ read out the Ground rules and printed copies for patients to read. Everyone agreed to the ground rules.</p>
<p>4.</p>	<p>Practice Updates (CT)</p> <ul style="list-style-type: none"> - <u>Staff updates:</u> <ul style="list-style-type: none"> o <u>New starters:</u> Site Co-ordinator Charlotte Webb (to work alongside Vicky Battle), x3 Care Navigators (Carly Cassidy, Carole Dunsire, Zowie Parkin), Doctor Jai Dix-Nagra, Nurse Judy Town. o <u>Leavers:</u> Nurse Alison Hudson retired in June 2023 after 30+ years of service. - <u>Other Important Practice News:</u> <p>Claire explained the purpose of our PPG meetings are to provide practice updates and updates on the services offered by the WLPCN and to share how we are improving access for our patients.</p>

Resource and Recruitment: We had to pause our PPG meetings due to resource and struggles with recruitment. We have really pushed for candidates and put out job adverts, and offered apprenticeship positions but unfortunately there was not much interest. A lack of recruitment meant we had less care navigators answering the phones, and this influenced our call wait times and patients were waiting up to 40 minutes for their call to be answered during the 8am rush. The care navigator team were experiencing difficult calls with patients and Claire touched on how much the team had to deal with.

We now have a fully resourced care navigator team and the call wait time has massively reduced. The average call wait time during the 8am rush is now 5 minutes but much less at all other times.

Appointments / PATCHs: Our key focus since April 23 is on improving access for our patients. Appointments are available to book over the telephone, at the front desk or via our online platform PATCHs. PATCHs is an e-consult service which allows patients to fill out a form and the practice will triage this and book an appointment that is convenient. Patients can access this service on the go, or from the comfort of their own home. It helps to free up the phones for patients without technology. Text messages were sent out to patients to notify them of our new PATCHs service, and our care navigator team will promote this service. Claire explained how we would have liked to discuss PATCHs at one of our PPG meetings, prior to this launching as we like to hear patient feedback prior to changes like this, but that we couldn't do this.

Some patient representatives added that they like the PATCHs system and that they were impressed with the length of time it took to get through on the telephones over the past few weeks.

National Patient Survey: We are looking forward to the results of the national patient survey this year because we expect to see improvements due to our hard work.

Registration forms: Online registrations forms are now active and are on our website.

	<p>Patient Behavioural Agreement: In September, we introduced the patient behavioural agreement for all patients to read and sign, alongside our zero-tolerance protocol.</p> <p>Councillor Kevin Ritchie queried if our online appts had been removed, Claire explained the PATCH’s service has replaced these appointments and some of the benefits were:</p> <ul style="list-style-type: none"> ✓ To maximise the number of appointments as it reduces inappropriate appointments been booked as we can triage and filter through the requests to make sure the patient is booked in with the most appropriate service / health care practitioner. ✓ It reduces the number of cancelled appointments. Matt explained that often when appointments are booked in advance, patients are more likely to not attend their appointment. ✓ This will help to prevent duplicating work and patients can be directed to the right service. <p>It was mentioned that some patients could be reluctant to filling out a PATCHs as some patients may wish to just discuss their issue with the doctor instead of filling out a form with everything that is wrong with them. Like patients who do not feel comfortable giving a reason for their appointment when asked by our care navigators.</p> <p>Facebook Group: (LJ) we have recently sent out text messages to our patients to try and increase our Facebook group members. We were able to increase our members by 456 patients. Just a few of the things you will see we have posted on our Facebook group:</p> <ul style="list-style-type: none"> ✓ Different services throughout Leeds. ✓ Practice target dates. ✓ Notifications of high levels of admin or clinical absences at the practice and the effects this could be having on patient wait times. ✓ Campaigns.
5.	<p>West Leeds PCN Updates & Services Offered (Alisa)</p> <p>Ailsa a Social Prescriber from the PCN was able to join us for the meeting to discuss the PCN services. Social prescribers help to lighten the load from the doctors, and they can signpost patients</p>

	<p>to appropriate services. They can offer support and encouragement to patients. They have recently set up a domestic support group for women to attend. Matt mentioned that we are seeing a lot more volunteering groups have been set up, e.g. diabetes groups, asthma groups, wellbeing groups etc. They are also about to set up a pain management group and Hough Lane are also starting a food bank in February. Colin mentioned that patients who were struggling with their mental health found volunteering helpful.</p> <p>The PCN now have a centralised admin and booking team that patients can now contact.</p> <p>The PCN also hold their own PPG Meetings that patients can attend – Date and time of next meeting TBC. These minutes will also be shared and added to our website.</p>
6.	<p>Complaints Analysis 2022-2023 & Compliments (LJ)</p> <ul style="list-style-type: none"> - Talked through the complaints presentation and compliments received. These are also displayed in the practice and on our website. - We discussed the nature of the complaints we receive, and that often we can resolve a complaint by calling the patient to discuss their concerns. - Matt mentioned our incident reporting policy and how we record all incidents that occur. <p>A copy of our Complaints analysis and compliments are on our practice website for patients to see.</p>
7.	<p>New Complaints Template: due to limited time, we will move this discussion to our next agenda.</p>
8.	<p>AOB</p> <ul style="list-style-type: none"> - <i>Philip suggested doing the meetings on a weekend. Matt explained it could be hard to host due to the practice been closed but that it is something that we can think about. Philip is a committee member at Bramley Care Bears and shared that if something benefits the community, then the Bramley Care Bears are happy to share this.</i>

- *A patient representative mentioned it would be good if we could target a more diverse group of patients to attend our meetings, particularly patients who may not want to speak up. Claire suggested this as a topic on the agenda for our next meeting, so we can discuss how we can target a wider audience. Claire mentioned how we thought about contacting the high schools to encourage young people to get involved.*
- *Someone mentioned that young people may want to join the PPG meetings online (virtually).*

- *Discussed dates for 2024 meetings and preferences to have a mix of lunch and evening.*

2024 Proposed PPG Dates:

Tuesday 23rd April

Thursday 18th July

Thursday 7th November