

Manor Park Surgery
Patient Participation Group Meeting Minutes
Thursday 18th July 2024

Attendees:

Claire Turnbull (Head of Support Services)
Lucy Jones (Patient Experience Manager)
Dr Matt Barton (GP Partner)
Gary Baxter (Patient Representative)
Gloria Badgley (Patient Representative)
Fiona Holdsworth (Patient Representative)
Michaela Stevenson (Patient Representative)

Apologies:

Cllr. Kevin Ritchie
Liz Conner
Sue Okungbowa
Lynne Gathercole
Linda Birch
Julie Miller

1.	Welcome and introductions CT welcomed everyone to the meeting.
2.	Review last meetings minutes All actions from previous minutes completed apart from one action to carry forward to the next meeting – <i>To bring some demographic data</i>

	<p><i>to the meeting to attract other members to join our PPG to make it more representative.</i></p> <ul style="list-style-type: none"> ➤ LJ advised we did not hear anything back from the local schools in the area. We discussed scheduling another email to the local high school in September time after the summer holidays. A patient representative suggested contacting the Thornbury Army Cadets at the same time. ➤ A patient representative highlighted that the PPG poster has only been displayed in Manor Park Pharmacy and not the pharmacy next door, Lucy advised she will add a copy to the Bramley Pharmacy Group displays. ➤ After review of the surgery displays, there doesn't appear to be a more suitable place for our PPG display. Claire mentioned that next to our PPG display we have added our 'how to obtain an appointment' display which should attract more patients to look at the display. Matt explained that more patients are likely to see our PPG display in the foyer as not all patients come into the waiting area. He suggested rotating the boards around every so often. ➤ It was agreed to add our 'attracting under 25's to join our PPG' poster to the PPG display as it is currently on a separate display board. <p>LJ will action the above recommendations.</p>
<p>3.</p>	<p>Ground Rules</p> <p>CT read out the Ground rules and shared copies with the group. Everyone agreed to the ground rules.</p> <p>Matt suggested adding the practice logo to the top of the PPG documents. LJ will action this.</p>
<p>4.</p>	<p>Code Of Conduct & Terms of Reference</p> <p>CT read through both documents and explained our PPG documents have been recommended by the ICB so that the PPG's across Leeds follow the same thing. If we feel we want to change anything then we can make any amendments.</p>

	<ul style="list-style-type: none"> ➤ Everyone agreed to amend the wording of a section in the Code of Conduct as it will sound better to patients. Instead of patients “must attend two meetings” (as the group felt this wording may put patients off joining our PPG), we will replace the wording with “can patients attend the meetings as often as they can”. ➤ It was also agreed to amend the wording of the ‘how often the PPG will meet’ section in the Terms of Reference. To change this to “on a quarterly basis or as necessary”. ➤ The document encourages patients to join the ‘Leeds involvement network’. All members of the group are unfamiliar with this. LJ will research and circulate some more information about this network when she shares the meeting minutes.
<p>5.</p>	<p>Practice Updates</p> <p>Dr Kate Birnage is retiring in July after 27 years as partner. Matt explained there will be no replacement for a partner but in terms of sessions/GP appointments we will still be offering enough as we have Dr Parkash coming back from Maternity leave in September, another GP returning from Maternity leave in December and Dr Morris will returning, he was previously a registrar at the practice.</p> <ul style="list-style-type: none"> ➤ A patient representative suggested adding the updates to the practice website. ➤ Another patient representative suggested creating a display of pictures/names of the doctors in the surgery in the waiting area. <p>CT advised that the call wait time has reduced since moving to the new cloud-based telephony system. A patient representative advised that they like that they are now told what number you are in the queue.</p> <p>We are thinking about putting a message on the phones to advise patients once all the appointments have gone and patients were asked their thoughts on this.</p> <ul style="list-style-type: none"> ➤ A concern highlighted by the group was that patients will hear this message and may think because there are no appointments left that the surgery can’t help, and patients will just put the phone down. Claire explained that our care navigator team will still be able to signpost patients once all our appointments have gone, as they do now.

	<p>➤ A patient representative mentioned that when she called the surgery and chose the call back option, she felt she was waiting a long time for someone to call her back. CT explained that over the last few months we have had less staff answering the phones. This is due to staff leaving, a staff member going on maternity leave and ongoing new starter training.</p> <p>We have recently recruited a new care navigator who used to work at the Pharmacy who is doing fantastic. CT explained we still need one more care navigator but that we are not currently recruiting as our Site coordinator is currently training two new starters.</p> <p>A patient representative mentioned they had seen our DNA appointment data on our Facebook group for last month. CT explained that reminders are sent to patients prior to their appointment reminding them to attend and that 80% of our appointments are for the same day, to avoid DNA's. We will continue to share the DNA data monthly on our social media/surgery displays to raise awareness.</p> <p>A patient representative complimented our care navigator Romilly – She said that Romilly is fantastic, and you know that if it is her that is answering the phone, you are going to get excellence service and the right answer. We will share this compliment with the team.</p> <p>Compliments are encouraged as they help staff morale and staff members feel proud to hear when they have done a good job.</p>
<p>6.</p>	<p>Complaints Analysis 23-24 & Compliments</p> <p>CT talked through the annual complaints presentation and compliments received.</p> <p>A copy of our complaints analysis and compliments is available on our practice website for patients to see. They are also displayed on our notice boards in surgery.</p> <p>LJ currently updates our compliments display quarterly.</p>
<p>7.</p>	<p>Patient Access Improvements</p> <p>Over the last 12 months we have been working hard to improve patient access. CT shared our improving access presentation with the group.</p>

	<ul style="list-style-type: none">➤ A few of our patient representatives that have used PATCH's feedback that they felt the service was excellent.➤ It was agreed to add our staff benefits to this presentation in the section regarding our care navigators. <p>A copy of the presentation can be found on our practice website and on our surgery notice boards.</p>
8.	AOB <ul style="list-style-type: none">➤ LJ will bring the national patient survey results to the next meeting.➤ A patient representative suggested adding more information to our "unsuccessful contact" letters as the letters do not advise why we have tried to contact patient and the patient may worry about this and come into surgery when it is not necessary. <p>LJ will discuss the letter templates with our Site Co-ordinator to see if we can set up a few different letter templates to make the letters we send out more relevant to the patient.</p>