

Manor Park Surgery
Patient Participation Group Meeting Minutes
Thursday 14th November 2024 at 4pm

Attendees:

Claire Turnbull (Head of Support Services)
Lucy Jones (Patient Experience Manager)
Anita Caygill (Operations Manager)
Matt Barton (GP Partner)
Cllr Kevin Ritchie (Patient Representative)
Michaela Stevenson (Patient Representative)
Fiona Holdsworth (Patient Representative)

Apologies:

Sue Okungbowa (Patient Representative)
Diane Wallace (Patient Representative)
Catherine Chadwickon (Patient Representative)
Julie Miller (Patient Representative)
Jennifer Humphreys (Patient Representative)
Liz Conner (Patient Representative)
Gary Baxter (Patient Representative)

1.	Welcome and introductions CT welcomed everyone to the meeting.
2.	Ground Rules

	<p>LJ read out the ground rules and shared laminated copies with the group. Everyone agreed to the ground rules.</p>
3.	<p>Review last meetings minutes</p> <p>All actions from the previous minutes completed.</p> <p>One action to carry forward to the next meeting - <i>To create a display of GP names and photos for the surgery notice boards.</i></p> <ul style="list-style-type: none"> ➤ A patient representative mentioned the letters we send out to patients when we have not been able to contact them, and a further discussion took place about the letter templates used by the care navigators. LJ advised the care navigators will contact patient by telephone or SMS prior to sending out a letter and if they need to send a letter, they will try and use a letter template that is relevant to the reason for contacting patient. On occasions, if a message is too long or there is not a template set up, a standard unsuccessful letter will be sent. There was a suggestion to add to the letter “this is nothing to worry about” so patients don’t panic, especially if they receive the letter on a weekend and can’t contact us. <p>LJ will action the above recommendation.</p>
4.	<p>Review Demographic Data</p> <p>LJ shared the demographic data for our surgery which shows the life expectancy of our patients is lower than the ICB Leeds Average, making us one of the most deprived areas of Leeds.</p>
5.	<p>Practice Updates</p> <p><i>Staff updates:</i></p> <ul style="list-style-type: none"> ➤ Anita Caygill is our new Operations Manager. ➤ Rachel Lerner HCA is leaving to go work at the hospital to do her Nurse training. Rachel has been with us for 7+ years and started out as an apprentice. ➤ Mollie Oldroyd HCA is also leaving to go and work at the hospital. <p>A patient representative mentioned how positive Rachel’s journey has been for the practice.</p>

	<p>General Practice Improvement Programme (GPIP)</p> <p>CT shared information about the new GPIP we have signed up to and explained the purpose of the GPIP programme is to provide support to general practice to make changes and improvements for recovering access.</p> <ul style="list-style-type: none"> ➤ The focus of the GPIP programme is all about improving care related processes and empowering patients to manage their own health, improving the telephony and care navigation journey for patients and to better manage demand and capacity. ➤ Another key focus of the programme is on improving the experience of staff at the practice. Staff surveys will run at the beginning and near end of the programme to understand if the programme is having the desired impact.
<p>6.</p>	<p>National Patient Survey Results</p> <p>LJ talked through the National GP Patient Survey which is conducted by Healthwatch and took place between January-March this year.</p> <p>117 out of 435 surveys were returned (27% completion rate).</p> <p>71% of patients said they had a good overall experience at the surgery.</p> <p>We scored below the average ICS result on how easy it is to contact us via the telephones however due to the recent change in our telephony system, we expect this result will improve on next year's survey to reflect the positive feedback we have received directly from our patients.</p> <p>A copy of the survey results can be found on the GP Patient Survey website. LJ will circulate a copy of them with the minutes.</p>
<p>7.</p>	<p>AOB</p> <ul style="list-style-type: none"> ➤ A patient representative asked to discuss newborn baby appointments. Patient mentioned that a relative had tried to make an appointment with the GP for their baby and was advised to go to a walk-in centre as baby wasn't registered as they did not yet have the birth certificate.

LJ explained that newborn babies can be registered with just their red book and advised we would not refuse to register a patient if they did not have the birth certificate. Matt explained often when a baby is not registered and they need a GP appointment, due to the admin time it takes to register the patient, where there are no appointments left, it is safer for us to signpost the parent/carer to an alternative healthcare service to be seen so that the patient care is not delayed.

- A patient representative planning to attend the meeting asked that we discuss patients with additional needs. However, patient was unable to attend the meeting so we will add this to our next AOB. CT mentioned one of the things we are currently working on is making things more accessible for patients with additional needs.
- Cllr Kevin Ritchie shared a draft copy of an easy read complaints form that has been created by the NHS LD team and they are hoping this will be available from April. We may be able to incorporate some of the ideas into our complaints form.
- Cllr Ritchie requested attendance from Manor Park Surgery at the Local Care Partnership meetings, Manor Park would like to attend these meetings resource permitting. Please note the Lead Primary Care Network Manager and Clinical Director both attend these meetings and feedback to all practice managers in Leeds west.

ACTIONS:

1. LJ will review the complaints form.
2. AC will remind the CN team to tick to send patient confirmation of their appointment as this is not always automatic when booking into certain appointment slots.
3. AC and LJ will review the appointment slots to see if an automatic text message can be set up for all appointments.
4. To investigate why patients are not receiving appointment reminders the day before.

8. Proposed Future Meeting Dates

Tuesday 4th March, Wednesday 5th March, Thursday 6th March 2025
4pm onwards.

LJ will circulate the proposed next meeting dates with the minutes and patient representatives can let us know what date/time would work best.