



Patient Participation Group Meeting Minutes

Date/Time	27 th October 2022 4pm	Venue	Priory View, Meeting room
Attendees PVMC	Helen Walker (HW), Dr Carl Foster (CAF)		
Attendees PPG	BD, SH, NP, AW, HS		
Apologies	KA, BB, EB, LM, DL		
Guests			

Item	Agenda Item	Action By	Action Date
1	Review of Previous Minutes All actions from previous meeting had been actioned.		
2	PPG Member changes and Welcome to new members No changes to note		
3	Suggestion Box No suggestions had been left.		
4	Enhanced Access A survey had been circulated to the PPG members to gain feedback on services they felt would be useful at the weekend during Armley hub Enhanced access clinics. The survey will also be shared with Armley MC and Thornton MC to gain thoughts from their PPG members. This will help shape the service the hub offers patient across Priory View, Thornton and Armley Medical centres. BD felt it would be good to amend the survey to include sex, age and the employment status if the survey was going to be used more widely across the patient population that way we can see if employed patients have more of a need to use the weekend service. AW would like clearer instructions on how the “ranking” of the services work to avoid confusion as the survey is being completed. HW ran through the results of the survey and thanked the group for their time to complete.		



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	<p>Review of Patient Survey results</p> <p>HW shared the recent patient survey results which were particularly focussed on gaining feedback on our patients understanding of the online services available.</p> <p>Survey results available here: https://www.prioryviewmedicalcentre.co.uk/practice-information/patient-involvement/patient-satisfaction-survey/</p> <p>With regards to appointments, the survey confirmed that patients preferred F2F appointments but there was still a place for some Telephone appointments. Priory will continue to review the appointment ratio between F2F and Telephone appointments. It was suggested that reception could ask patients calling for an appointment if they feel the appointment could be completed on a telephone call so that the most appropriate appointment is allocated. Action: HW to ensure this is clearly communicated across the reception team</p> <p>It was also fed back by HS that there was a preference for Reception not to ask questions around why the patient was booking an appointment which is the current practice at Priory View.</p>	HW	Immed
	<p>New PPG Email</p> <p>Notes describing a new PPG email had been circulated ahead of the meeting. In summary a PPG email account was available for this group that can be published on our website to encourage patients to asked questions about services or about the PPG. The email required a PPG member to monitor the account. It was agreed HW would try to gain feedback from any early adopters of the email to see how much responsibility and time it would take so that any PPG member volunteering for this was informed beforehand. Action: HW to gain feedback from colleagues across West Yorkshire on early adoption of PPG Email</p>	HW	Nov 22
6	<p>Newsletter</p> <p>Request for articles and ideas will be made via email nearer the time of the next newsletter (around December)</p>		
7	<p>AOB</p> <p>2 Week wait</p>		



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	<p>An email from a PPG member that could not attend was read regarding the fact that they had to wait 2 weeks for a GP appointment and they wanted to know why.</p> <p>The group discussed this and CAF confirmed this was not about GP shortages as Priory View was over doctored for the patient population. The reason was demand outstripped the number of appointments we could make available and this was a problem UK-wide. The practice will continue to manage appointments weekly and respond by putting on more appointments when it is safe to do so.</p> <p>Patient Access CAF asked if the PPG had heard about patients automatically gaining access to their records from 1st November. Currently Priory View have blocked patients having access to this functionality as we feel it is currently unsafe to do so especially for patients suffering domestic violence and who may be in a coercive relationship. We will be advising patients via our website and posters in the practice and we will continue to review the situation and update patients and PPG. Action: Continue to review and update at next PPG</p> <p>Feedback on Patient Communication AW had prepared some feedback on how Priory View can communicate the services in the community alongside social media updates: Using the following methods to share leaflets and information: NW Community Centre, worship centres, libraries, sport centres, Post Offices and use of local radio and TV.</p> <p>CAF and HW will consider with the partners how we could approach a more diverse way of communicating with patients that are less familiar with IT however one issue would be that GP's are not to publicise their services that could be interpreted as poaching patients from other practices. Action; CAF and HW to reflect on suggestions with partners and feedback at the next PPG meeting</p>	<p>HW</p> <p>HW</p> <p>CAF/HW</p>	<p>Ongoing</p> <p>Next PPG Mtg</p> <p>Next PPG Mtg</p>
8	<p>Next Meeting agreed:</p> <p>All agreed that Thursdays at 4pm worked well.</p> <p>Proposed next meeting: Thursday 2nd February 2023 at 4pm</p>		