## **Patient Participation Group Meeting Minutes**

Date/Time	25 <sup>th</sup> May 2023 4pm	Venue	Priory View, Meeting room	
Attendees PVMC	Helen Walker (HW),Lynsey Franks (LF)			
Attendees PPG	BD, KA, EB,			
Apologies	SH, HS, LM, DL, BB, NP			
Guests	Jo Jenner – Carers Leeds (JJ)			

Item	Agenda Item	Action By	Action Date
1	Review of Previous Minutes	,	
	No actions from previous meeting to review.		
	Agreed to carry forward the PPG email address to see if further feedback could be sought.		
2	PPG Member changes and Welcome to new members		
	HW advised that AW requested to leave the group.		
3	Suggestion Box		
	No suggestions had been left.		
4	Welcome Jo Jenner, Carers Leeds		
	JJ mentioned that Carer's Week (wc 5 <sup>th</sup> June) is approaching and she wanted to talk about the services that carers can access.		
	Carers can be classed as someone that offers support to someone that would otherwise not be able to manage with areas of their care such as personal care, taking medication, attending appointments etc.		
	Carers can often feel isolated and this can impact on their mental and physical health. Carers often put off their own treatment ahead of the person they are caring for.		
	Carers Leeds has been operating in Leeds based on the Headrow for the last 26 years and offers specialist support for carers such as; Emotional support		
	Practical support such as sign posting to other support service for respite breaks, financial support.		

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	During Carers Week, Priory View will be highlighting to our patients how to recognise when they are carers so that we can identify them on our systems and offer additional support.  Priory View has a Carers Champion (Lynsey Franks) and she is working with practice staff and other agencies to ensure we continue to offer support to carers registered with us.		
6	Newsletter  LF writes the Priory View quarterly newsletter and posts on our social media streams. The group were unaware of the social media streams but when asked what articles would be of interest to patients, suggested that a spot light on a disease area would be of interest.		
	New Systems for Patient Access  HW asked the group if they had experienced "call back" where you can request a call back from the service you are ringing if the telephone waiting time is too long. The group had experienced this elsewhere and found that this was something that they would be interested in at our practice. Action: HW will be investigating the additional service for our telephone system and will feedback at the next meeting.	HW	Next meeting
	HW mentioned that we have just started using a system called "Self Book". Clinicians may send a patient a link for a phlebotomy appointment and the patient can then review the available appointment time on their phone and book directly into the appointment slot. The trial is currently solely for Phlebotomy appointments but we anticipate expanding the range of appointments that can use the facility. KA said that he would like to use this for regular 3 month appointments and would save time on the phone trying to book. Currently our appointments are added up to 6 weeks in advance but HW will consider if the practice could put on appointments further into the future to save		
7	patient time on the phones. <b>Action</b> : HW to investigate adding appointments to our system beyond 6 weeks.	HW	Next meeting
,	EB was interested in how medication reviews are undertaken. HW explained this can be done remotely by GP or pharmacist at the		

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	practice and the clinician may ask patients to attend appointments for reviews.		
	EB described a time when she was unable to gain an appointment and was told the next available appointment was in two weeks and was offered the walk-in service if she needed to be seen sooner. HW responded to the group explaining that NHS services across England are in crisis and demand for GP appointments out strip the appointments available. The appointment system has been designed to enable patients to pre-book in advance, some appointments are available on the day to try to help as many patients as we can but once all the appointments have been taken we can only off NHS111 or the walk-in centre. Priory View tend to be offering pre-bookable appointments up to two weeks in advance which is considerably better than other providers in the area and across the UK.		
8	Next Meeting agreed:		
	Proposed next meeting: Thursday 7 <sup>th</sup> September 2023 at 4pm		