



### Patient Participation Group Meeting Minutes

<b>Date/Time</b>	23 <sup>rd</sup> October 2024 4pm	<b>Venue</b>	Priory View, Meeting room
<b>Attendees PVMC</b>	Helen Walker (HW), Dr Foster (CAF)		
<b>Attendees PPG</b>	VN, HS, SH		
<b>Apologies</b>	LM, DL, BB, NP, EB, AY, BD, KA		
<b>Guests</b>	Karla Ryan (KR) – Armley PCN – Health and Wellbeing Coach		

Item	Agenda Item	Action By	Action Date
1	<p><b>Review of Previous Minutes</b></p> <p>All actions were completed from previous meeting</p>		
2	<p><b>Health and Wellbeing Coach role overview</b></p> <p>KR handed out a summary of the role that the Health &amp; Wellbeing Coaches offer patients across the Armley Primary Care Network (Priory View, Thornton Medical Centre and Armley Medical Practice).</p> <p>KR confirmed that the service has helped over 100 patients since it was launched in May 2023.</p> <p>The service helps patients with:</p> <ul style="list-style-type: none"><li>• Weight management support</li><li>• Anxiety and stress management</li><li>• Healthy eating</li><li>• Low level mental health support</li><li>• Exercise</li><li>• Long term conditions such as diabetes, Hypertension</li><li>• Stopping smoking</li></ul> <p>Often patients are referred into the service via their GP for weight management but as patients have longer appointment times (up to an hour with the coaches), often more complex issues can be identified. The longer appointment times also enables the coaches to help create change in the patients' lives with more intense support provided.</p> <p>Questions from the group? Any chance of the service operating at weekend? Yes if the coaches were available to work at the weekends.</p>		



Item	Agenda Item	Action By	Action Date
	<p>How can the service engage across different cultures that may find admitting to mental health issues is difficult for cultural or religious beliefs?</p> <p>It was suggested that the coaches could look to practices that have strong support and knowledge for assisting patients with cultural barriers. KR could look at a practice that works in areas with high diverse patients for support.</p>	KR	Before next meeting
3	<p><b>Review of Terms for the PPG Group</b> The terms were shared and one small change around the frequency of meeting from quarterly to bi-annually.</p>	HW	Immed
4	<p><b>Patient Survey</b> HW advised that an independent survey of GP practices across the country by Ipsos has published their results. The group reviewed performance across the Primary Care Network to understand the feedback received from patients.</p>		
5	<p><b>Newsletter</b> Ideas for the Winter newsletter were discussed and agreed that an article on the Health &amp; Wellbeing Coaches service and around ways to prevent catching Norovirus would be helpful at this time of year.</p>		
6	<p><b>Suggestion Box</b> No suggestions were discussed.</p>		
7	<p><b>AOB</b> There had been a change in ordering repeat prescriptions (order direct from Priory View and not via Cohens pharmacy – what problems was this designed to solve?)  Pharmacy service is in crisis with difficulties hiring pharmacists, reduced funding resulting in many pharmacists closing. Cohen’s approached Priory View and advised us that they will be stopping prescription ordering and sending patients back to Priory View. This was not a decision that Priory View had any influence over.</p>		
8	<p><b>Next Meeting agreed:</b>  <b>Proposed next meeting: Wednesday 23<sup>rd</sup> April 2025 at 4pm</b></p>		