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**GENERAL MEDICAL PRACTITIONERS**

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MINUTES FROM THE PATIENT PARTICIPATION GROUP MEETING HELD ON TUESDAY  
18<sup>TH</sup> APRIL 2023 AT 9AM (VIA TEAMS MEETING)

PRESENT

MF	Patient
GG	Patient
Amanda Nelson	Practice Manager
SC	Staff

APOLOGIES

SH	Patient
Jill	Practice Nurse

1. WELCOME AND INTRODUCTIONS

Everyone was welcomed to the Meeting – it has been a long time since the Group has been able to meet up, and it was lovely to be able to see each other again, even though it was via Teams!

2. PATIENT SURVEY 2022 – FEEDBACK AND ACTION PLAN

AN talked everyone through the 2022 Patient Survey, and the main points are listed below;

- 84% of patient ratings about Hawthorn Surgery were good, very good, or excellent.
- Patients were satisfied with the services once they had managed to get through to the Surgery. The telephone system had been a source of frustration for patients, and this was reflected throughout the survey.
- Patients said they would like more online appointments, appointments that they could book in advance, and for the phones to be answered mor quickly.
- Patients also fed back that they were very satisfied with the GPs ability to listen to them, the level of respect shown to them, and thorough explanation by the GPs to them. There were also positive comments about the Reception Team.

The Surgery Action Plan included;

The need to improve telephone access

- An additional incoming telephone line has been installed, and the welcome message on the phones has been shortened so that patients are not having to listen to a lengthy message, therefore the calls should bet through much more quickly.
- Patients are not able to compare the service to other Practices telephone access. However, Hawthorn Surgery receives monthly data, which shows that the number of incoming calls, and the time taken to answer the calls, all compare favourably with other practices.

### The need to increase the number of appointments available to patients

An additional GP was recruited in December 2022, and the number of appointments was increased. However, two GPs went on Family Leave, and Locum doctors have been employed to provide some cover.

### The need to reinstate the Patient Group

The Group has managed to hold their first Meeting today, on Teams, and we will encourage more patients to join the Group.

### The need to reduce the number of wasted appointments

A “Wasted appointments” audit was carried out in October 2022 and was repeated in March 2023. The number of wasted appointments had reduced but was still a problem. We now send text reminders to patients prior to their appointments. We also include a link in the text, which allows patients to let us know if they do not need their appointments. Interestingly, some patients make an appointment on the same day, and then do not attend. We need to find out the reasons why this is happening. We will also look at whether there is any relation in the number of wasted appointments during a school half-term week, compared to a usual week.

## 3. HAWTHORN SURGERY STAFF UPDATE

There have been many changes in the Team since our last Patient Group Meeting. Here is the current Team;

#### Doctors;

Dr Angela Stonelake (Partner)  
Dr Benjamas Brown (Partner)  
Dr Anisha Brooke-Gandhi (Salaried GP)  
Dr Eleanor Moran (Salaried GP)  
Dr Thomas Pymar (Salaried GP)  
Dr Simon Arrowsmith (Salaried GP)  
Dr Tim Dixon (GP Trainee)  
Dr Hasan Al-Ramadhani (Foundation Year 2 Doctor)

Practice Manager; Amanda Nelson

Secretaries; Sarah and Adele

Reception Team; Adele, Jayne, Nicola, Natasha, Emma, Dawn

Nursing Team; Jill, Beth, Debbie

Admin Assistant; Sue

We currently have two Doctors on Family Leave, and we have Locum GPs covering their absence; Dr Neil Singh and Dr Imram Raja.

#### Primary Care Network staffing update

The following Primary Care Network Staff offer services to the patients at Hawthorn Surgery;

Hannah and Jess; Social Prescribers, Primary Care Mental health service (2)

David and Stephen; Physiotherapists (2)

Haroon, Laxy, Adam, Yasmeen, Khalid; pharmacists (5)

Our Primary Care Network is currently advertising for an Advanced Nurse Practitioner to support our work with our Care Homes and patients who are classed as “frail”.

#### 4. LATEST NEWS

Covid 19 vaccinations (Spring Booster for over 75-year-olds) are now being offered to;

- Patients living in Care Homes
- Patients aged 75 and over
- Immuno suppressed patients

One of our Care Homes was completed last week.

Housebound patients are being visited this week.

Clinics for patients aged 75 and over have been arranged for Thursdays 20<sup>th</sup> and 27<sup>th</sup> April

Patients will be invited by text or phone call.

#### 5. ANY OTHER BUSINESS

The Group raised the following points;

If the Surgery had informed patients earlier about the plan to hold covid-19 vaccinations, some patients may not have booked themselves an appointment at the pharmacy, but would have waited for the surgery clinics. This will be taken on board for the next campaign.

The “request medication online” service is particularly good.

Doctors and staff are doing a fantastic job.

The e-consultation service is “brilliant” - however the information about this is hard to find on the surgery website and needs to be in a more prominent place. AN will arrange to move the information.

The glass barrier in the waiting room has become cluttered with posters, some of which are irrelevant. AN will arrange for this to be tidied up.

#### 6. DATE AND TIME OF NEXT MEETING

AN thanked everyone for giving up their time this morning to attend the Meeting. It was agreed that we will hold the next Meeting in three months’ time. Date and time are to be confirmed with everyone.

