

Dr. Angela Stonelake
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Mrs A. Nelson (Practice Manager)

GENERAL MEDICAL PRACTITIONERS

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MINUTES FROM THE MEETING OF HAWTHORN SURGERY PATIENT GROUP HELD ON
FRIDAY 11TH AUGUST 2023 AT 10AM

PRESENT

GG – patient
SH – patient
Amanda Nelson – Practice Manager Hawthorn Surgery

APOLOGIES

MH – patient
SC- staff

1. Welcome and introductions
2. Hawthorn Surgery staffing update – August 2023

Current Doctors:

Dr Angela Stonelake (Partner)
Dr Benjamas Brown (Partner) (currently on maternity leave)
Dr Anisha Brooke-Gandhi (back from maternity leave)
Dr Eleanor Moran
Dr Thomas Pymar
Dr Simon Arrowsmith

Current Locum doctors:

Dr Imran Raja
Dr Neil Singh

Three new GP Trainees starting August 2023:

Dr Heidi Coombes
Dr Shammak Roy-Kundu
Dr Steven Houghton

Secretaries:

Sarah and Adele

Reception Team:

Adele, Jayne, Nicola, Natasha, Emma, Dawn

Nursing Team;

Jill, Debbie, Lisa and Sarah (Healthcare Assistant)

Admin Assistant;

Sue

3. Primary Care Network staffing update

We have the following PCN staff working at Hawthorn Surgery;

Hannah and Jess; Social Prescribers, Primary Care Mental health services

David and Stephen; Physiotherapists

Haroon, Laxy, Yasmeen, Randeep, Pharmacists

Jayne; Advanced Nurse Practitioner (Care Home and Frailty Lead)

Louise; Healthcare Assistant

Toni and Hayley: Cancer Care Co-ordinators

4. Latest news

- Winter Flu campaign has started – we have sent out text invites for patients to book in w/c 2nd October 2023.
- Patient online access to medical records – patients already have limited access to their online records, but from October 2023, patients will have automatic access to more information on their online records. Staff at Hawthorn Surgery are working hard to ensure that appropriate information is available for patients, but that patients are not put at risk by sharing inappropriate personal information.
- Facebook page – Hawthorn Surgery now has a Facebook page. Recent posts have included;
 - Mental Health/counselling services
 - Ear syringing (no cost) at Glen Lea Surgery
 - Wasted GP appointments
 - Days out/events in the Leeds area
 - School uniform exchanges/Kids Eat Free schemes
 - Seasonal information – pollen count, cold weather alerts, how to stay safe
 - NHS campaigns – e.g. recent measles outbreak, Flu and Covid 19 vaccination campaigns
 - Promoting health lifestyle, exercise, diet

5. Any Other Business

GG asked for clarification about three Apps; NHS App, Airmid, and My Pathway. AN will look into this and report back.

SD had asked the residents at Hawthorn Mill – if they had one question they could ask, what would it be? The residents wanted to know why there is always a week's wait for an appointment, and also why there are no online bookable appointments.

AN explained that the GP appointments are under huge pressure, and it is vital that these are used appropriately. When appointments are available online, patients sometimes book an appointment with a GP when it would have been more appropriate to see another healthcare professional e.g. the physiotherapist, pharmacist, or social prescriber. Our reception team are skilled in “signposting” patients to the most appropriate healthcare professional, and are able to triage patients.

AN also explained that a “one-week wait” for a routine appointment compares very favourably with other practices, some of which have a six week wait for a routine appointment.

Patients also need to take some responsibility for cancelling their unwanted appointments. Last month there were 129 wasted appointments across the Hawthorn clinical team. These appointments could have been given to other patients, thereby bringing the waiting times down. Hawthorn Surgery does send out text reminders to patients, which include a link which can be used by patients to cancel their appointments.

Hawthorn Surgery list size is approximately 6300, and is open to new patients, who can register as long as they live within the practice boundary. There is a post-code checker on our website; hawthornsurgery.com

DATE OF NEXT MEETING

The next PPG Meeting will be held face to face at the Surgery on Friday 24th November 2023 at 10am.

Staff will continue to encourage new members to join the Group.