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MINUTES FROM THE PATIENT PARTICIPATION GROUP MEETING HELD ON FRIDAY  
10<sup>TH</sup> MAY 2024 AT 10AM

PRESENT

Amanda Nelson	Practice Manager Hawthorn Surgery	(Chair)
Emma Clark	Reception Manager Hawthorn Surgery	(Minute Taker)
Dr Eleanor Moran	GP Hawthorn Surgery	
MA	Patient	
SH	Patient	
LG	Patient	
GG	Patient	

APOLOGIES

HB Patient

All were welcomed to the Meeting and introductions were made.

PREVIOUS MINUTES AND MATTERS ARISING

LG – Asked about blood tests that were needed following a GP appointment - whether there is opportunity for this to be done same day, rather than patients having to come back at a later date. Some patients could have transport issues or health issues restricting them making multiple trips to the Surgery.

Response input from EC/EM/AN – We have to find a balance for this as the nurses have on-the-day emergency appointments which can be used for blood tests. GPs sometimes do blood tests to save the patient having to come back at a later date. It was felt that it was not suitable for a member of staff to be available for just on-the-day blood tests due to the low frequency needed for this.

LG – Morning blood tests / time restricted blood tests – can there be more appointments available and what is the current availability.

AN – Blood tests are available from 8am / 8:30am / 9:00am throughout the day. Should specific times be required, if patients let us have as much notice as possible, then where possible these will be accommodated.

EC – update from the previous meeting regarding Pharmacy First. EC confirmed the process of this making referrals to this scheme and connections being made with local chemists who are joined up to the service. Explained the scheme and what is included in the service and time frame from referral to an appointment. Exclusion list (to be distributed for information) is what reception staff work from and they will ask questions to ensure

patients don't fall within the exclusion to avoid time being wasted for both patient and pharmacies.

#### **ACTIONS;**

- **AN/EC to update surgery website and Facebook page to reflect Pharmacy First scheme.**
- **AN/EC to update surgery website and Facebook page with information regarding signposting / care navigation and the services that patients can be signposted to.**

AN - mentioned the Diagnostic Treatment Centres as per previous Minutes: Beeston opened in April and Armley is set to open in July 2024.

LG asked when referrals/tests are required will patients be given all the options available to them?

AN informed the usual referral process is to offer the three nearest services to the patient's postcode.

LG – Regarding transport to these Centres (which are not always easily accessible) - if patients had the option to choose a closer location that would be better.

AN – GPs will inform patients of suitability of the DTC services as and when they become available.

GG - mentioned on the back of this, that he has personally experienced some very efficient local community clinics and found them to be excellent.

Group sessions for patient from previous meeting – Pre diabetic group sessions have been available from Thornton Medical Centre in the past.

EC mentioned how our Health & Wellbeing Coach may be able to assist with more of these group sessions for patients to attend.

**ACTION POINT; AN/EC to see if Nick can come to a PPG meeting in the future to give an overview of his role.**

#### STAFF UPDATES

AN updated all on changes to staffing – one of our Receptionists will be retiring in June. We have a new Receptionist (Summer), and we are advertising for another afternoon receptionist and another Practice Nurse.

GG suggested that staff information on the website could do with updating because he looked recently after seeing a new staff member and they were not on the website. This may have been because they were one of the GP Trainees but ALN will check.

**ACTION POINT; AN/EC to check website**

GG also brought up a recent text message for Covid vaccinations that he received which didn't have the link to online bookings but instructed patient to book online.

LG asked for confirmation on which GP surgeries were in our Primary Care Network.

AN confirmed these are Hawthorn Surgery / Whitehall Surgery / Bramley Village Health and Wellbeing Centre and Beech Tree Medical Centre.

## FRIENDS AND FAMILY FEEDBACK

AN – read out the Friends & Family Feedback for FEB/MAR/APR 2024. Each member of the Group was given their own copy at the end of the Meeting.

A recurring theme in the FF Feedback is Wortley Beck car park. Unfortunately, there is nothing the Surgery can do to change this as we do not own the Health Centre.

Appointment availability and telephone services was also mentioned and both are constantly being monitored and we are looking at ways in which improvements can be made to ensure that patients end up seeing the correct health professional.

## WASTED APPOINTMENTS – APRIL 2024

AN disclosed the figures. These are a mixture of pre-bookable and on-the-day appointments, across the whole team, including GP, nurse, physiotherapy, Social prescriber appointments etc. Sometimes this is due to staff errors, which are addressed with individual staff members.

## CALL-BACK FACILITY ON TELEPHONE SYSTEM

AN – Discussed plans for installing a call-back feature on our phone system with Redcentric. This would enable patients to request a call back when their turn in the queue is reached, rather than having to hang on whilst their call is answered. The Group felt this would be a major improvement in the functionality of the phone system.

GG – did disclose that the current phone message had a large silent gap in the welcome message which AN will look into and see if the welcome message can be updated.

**ACTION POINT; AN**

## ANY OTHER BUSINESS

The Group welcomed the inclusion of a GP at the PPG meetings. It was acknowledged that the GPs are extremely busy but the Group were pleased to see a different GP at each of the meetings, even if it is just for part of the meeting.

AN updated all regarding the Surgery allotment which is on Cobden Road. The Allotment Group have been busy strimming the grass, spreading bark on the pathways, and tidying up and planting. AN is planning to visit the Allotment and will take some photographs.

**ACTION POINT; AN/EC**

SH asked regarding urine samples and what the process was. EC went on to explain that urine samples that have not been requested by a GP or Nurse are not accepted over the reception counter due to past confusion with patient names not being included, and important information being missed off the accompanying form. There is now a process where reception staff pass the patient information to the GP, who then triages the information, and the patient is contacted and asked to bring in the sample.

LG suggested having a Clinical Psychologist as part of the Practice team to help with patients with mental health issues. EM said that the role itself is very rare now and sometimes is not even available via the hospital services. We have a Mental Health practitioner who can refer onto the psychology service if appropriate but unfortunately there is not enough help within the mental health service in general. All agreed it would be

extremely beneficial to have a CP as part of the team but this is not something that can be fulfilled.

LG asked regarding having a seated weighing scale for patient who cannot use a standing scale. Both AN and EM said this has not been flagged by the GPs or Practice Nurse as a need so we will not be currently looking to provide this

LG asked about room space and what we can do to ensure more availability for services and staff in the future. AN informed that we have to go through landlord (Community Health Partnerships) for anything related to the building but on occasions we are sharing consulting space with Whitehall Surgery so that we can offer a full range of services to patients. For example our Advanced Nurse Practitioner has started to carry out Minor Surgery procedures but due to lack of consulting rooms in Hawthorn Surgery, our patients are seen from a Whitehall Surgery consulting room.

GG – would like to raise on behalf of others as well as himself that he is amazed at the quality of services we provide as a GP Surgery from the Receptionist team to Pharmacists and Physiotherapists etc. and that it works very well. AN will share his views with the whole Practice team. It was agreed that it would be helpful for patients to know not only the names of all the staff, but what services they actually deliver.

**ACTION POINT; AN will update the surgery website and share feedback with staff.**

AN – Thanked everyone for giving up their time to attend today's Meeting. Minutes will be circulated along with the date of the next meeting. The Group were happy for the next meeting to be face-to-face at the Surgery but SH and LG asked for a later start time. AN agreed to arrange the next meeting to start at 11.30am.

#### DATE AND TIME OF NEXT MEETING

The next PPG Meeting will be held on Friday 9<sup>th</sup> August 2024 at 11.30am.

Meeting Ended at 11:25am