

**PPG – Monday 14<sup>th</sup> January 2019**  
**Park Road Medical Centre**  
**6:00 – 7:00pm**

**Attendees:**

RH; AH; AS; PCLC; TS; ME; WW; NF; SB; VA; MS; KS; CH; HW; ST; MC;

**Apologies:**

ST; ST; EH

**Welcome:**

Introductions

**Standing Items:**

**Previous Minutes:**

**ANPs:**

Information is now on the TV screen and website informing patients about our ANPs and that they run open surgery.

ANP appointments are not available to book on line.

Good feedback is received from the PPG regarding the ANPs.

**Open Surgery:**

An Open surgery laminated leaflet has been produced and a copy is available on each chair in both reception areas. The GP Partners have fed back that the information leaflets are working well and they are seeing more appropriate open surgery attendances.

Thank you to all PPG members for their suggestions in developing the information leaflet.

It was agreed that Reception are not to ask patients their reason for attending open surgery and this will continue to be the case.

**Recruitment:**

Recruitment for a new GP to replace Dr Roba Al-bazi is still ongoing (Gail Newbold has increased her hours which cover some of Dr Al-Bazi's hours).

**Practice Updates:**

**Flu:**

The Practice has vaccinated 80% of our patients who are eligible for the flu vaccine which is a very good take-up.

**Funding:**

The Practice has applied for funding for some items for the Practice and has been accepted. The Practice will be able to secure new couches in the consultation rooms at Menston and an admin room at Guiseley will be completely renovated into a clinical room. This will benefit both staff at the Practice and external staff who come to work at the Practice.

**New Items/PPG requests:**

**Adam Stewart – Engagement Officer – CCG:**

Adam introduced himself as the Engagement Officer for the CCG and explained his role.

Adam has done a lot of work with the PPG over the last two years and the team runs PPG events across Leeds. Adam explained that having a PPG is part of a Practice's contract; however the structure of PPG's varies from Practice to Practice. The overall expectation of the PPG is to improve the Practice and try to create a network and a PPG support group.

Adam explained some of the areas his team are currently working on:

- Consultation on urgent treatment centers starting on 21.01.19; one of these being at Wharfedale Hospital. It would be beneficial for the PPG to engage with this work to help guide and structure the service; this could be done by completing surveys and helping raise awareness of this process in the community to increase feedback. There is a 'Drop in' session planned on 4/4/19 at WGH regarding the new urgent care where Adam will be present. Adam to provide further details of this and RH to add to the Website, TV screens and Facebook etc; all are welcome.  
PCLC would be happy to ask Guiseley School if they would advertise this on their website to encourage volunteers.  
ST will have a word with Menston carers regarding advertising too.
- Training for PPGs delivered by Adams team. RH suggests maybe locality training at Dean Healthcare.
- 'BigThankYouLeeds.co.uk' scheme. This gives patients the opportunity to say thank you to someone who has helped them this winter or previously. A card can be completed and posted free of charge. This positive feedback is encouraged and can make a big difference.
- Shared ideas of what other PPGs do including walking groups and chair robits classes which supports socially isolated patients. If this is something that the PPG would be interested in setting up then AVSED have a hall to use. ST informs the group about 'Menston Cares' and would welcome any questions from the PPG regarding this group. RH informed the PPG that wellbeing cafes are now being offered at AVSED for patients of the Practice; this has been set up as a locality and AVSED can provide transport, information relating to this will be put on the Practice website.

Adam informed the PPG about the Quality Indicator Checklist. This checklist provides an opportunity for PPG to review their progress and identify areas for development (see attached).

HW – do we need to find out the needs of our local area before beginning work?

Adam suggested looking at the Practice profile to identify population and potential needs and how the PPG would help with this.

There is a PPG awareness week in June; Adams suggests that maybe the PPG could help raise awareness for this.

Adam is building up a PPG profile for each Practice to share what they are doing.

Engage magazine is available in Practices and there is usually information regarding projects PPGs have undertaken.

#### **Multi-Disciplinary Team Work (MDT) – PCLC:**

PCLC informs the PPG that he works for NHS England and has been doing a lot of work on MDT work within Practices, including Physiotherapists and how we can make this happen. There are trials currently happening across the city to relieve some pressure from GPs. Information can be provided if this is something we are interested in going forward.

#### **AOB (items not provided for the Agenda):**

VA - VA highlighted that her full name still appears on some past PPG minutes when searched in Google, however initials only are used now. Adam explained that GDPR cannot be applied to past documents. VA to provide links and RH will amend where possible.

VA - VA asked how long it does take for a medication to be deleted from a repeat prescription. RH informs VA that this is done by the GP therefore there is not a set timescale. VA to provide details of medications that should be removed.

TS: TS asked why we are trying to get so many of our patients to have their flu vaccines done at the Practice when we are so 'busy'. RH explains that this is part of the Practice ensuring patients receive the best possible care and there is also a significant financial tie to flu vaccines; this money can then be reinvested in the Practice.

TS asked about the financial implication and RH explains that this has been discussed at the PPG in the past on 2<sup>nd</sup> October 2017.

MS - MS suggested that we hold a Strategy meeting and asked if a GP Partner ever attends the PPG meeting. MS's past experiencing of chairing a PPG meeting included the attendance of a GP Partner. RH to discuss with GP Partners.

SB - SB would like to take the opportunity to inform the PPG that this is her first time at a PPG meeting and suggests that we take new things away from Adam and suggests that we organise another meeting in two months' time. This was agreed and the meeting will be used for the PPG to share ideas and decide which areas they would like to focus on.

The PPG also asked if all the websites mentioned in tonight's meeting be listed in the Minutes.

**Date of next meeting:**

**Strategy Meeting**

Monday 18<sup>th</sup> March 2019 – 6:30 – 7:30pm

Park Road Medical Centre

**Links:**

PPG resources:

<https://www.leedsccg.nhs.uk/get-involved/patient-participation-group/>

Urgent care centres information:

<https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/>

Practice profile:

<https://fingertips.phe.org.uk/profile/general-practice/data#page/12/gid/2000005/pat/152/par/E38000096/ati/7/are/B86052>

GP patient survey:

<https://www.gp-patient.co.uk/report?practicecode=B86052>