

# Manor Park Surgery

## Patient Participation Group Meeting Minutes

Monday 12<sup>th</sup> May 2025 at 12.30pm

### Attendees:

Claire Turnbull (Head of Support Services)

Anita Caygill (Operations Manager)

*Dr Matt Barton (GP Partner)*

*Cllr Kevin Ritchie (Patient Representative)*

*Michaela Stevenson (Patient Representative)*

### Apologies:

*Diane Wallace (Patient Representative)*

1.	<b>Welcome and introductions</b>  CT welcomed everyone to the meeting.
2.	<b>Ground Rules</b>  CT read out the ground rules and shared laminated copies with the group. Everyone agreed to the ground rules.
3.	<b>Review last meetings minutes and actions</b>  All actions from the previous minutes completed.
4.	<b>Practice Updates</b>  A care navigator recruitment campaign has been running since November 2024. Recruitment needs are due to internal progression for 2 care navigators. Due to market conditions this has been a lengthy process finding the right candidates. Luke started with us in April, and we have two more new starters starting with us in June.

	<p><b>Community Diagnostic Centres (CDCs)</b></p> <p>Provide a broad range of diagnostic tests closer to patients' homes, reducing the pressure on the acute hospital sites of St James's University Hospital and Leeds General Infirmary.</p> <p>Armley and Beeston offer:</p> <ul style="list-style-type: none"> <li>• Radiology (Imaging) – Ultrasound</li> <li>• Cardio-Respiratory – Ambulatory BP, ECG, Holter, Sleep Studies, Spirometry, FeNo</li> <li>• Phlebotomy – (Blood Tests)</li> </ul> <p><b>Blood tests at CDCs</b></p> <p>Walk-in blood tests now available in Armley if referred there by their GP.</p> <p>Armley and Beeston CDCs cannot take under-16s for blood tests. Seacroft CDC can accommodate children over the age of 5</p> <p>Tier 3 weight lose service now reopened for patients with BMI &gt;40 and that have tried other weight loss initiatives.</p>
5.	<p><b>General Practice Improvement Programme (GPIP)</b></p> <p>We have recently taken part in the General Practice Improvement Programme (funded by NHS England). This programme is designed to improve the patient journey and improve access for patients.</p> <p><b>What areas have we been focusing on?</b></p> <ul style="list-style-type: none"> <li>• All of our appointments: <ul style="list-style-type: none"> <li>-appointment duration, avoidable appointments, appointments offered via our Primary care Network</li> </ul> </li> <li>• How we can make our website more user friendly with relevant and up to date information</li> <li>• Can we reduce the number of patients that do not attend their appointments (DNA's)?</li> </ul> <p><b>Appointments</b></p> <p>We audited 562 GP appointments and we found that 24% of these appointments were avoidable (national average is 20%).</p>

	<p>Half of avoidable appointments came from external services such as requests from hospitals and patients chasing referrals.</p> <p><b>What we are going to change:</b></p> <ul style="list-style-type: none"> <li>• Our care navigation team will start helping patients to access PALs to chase their own referrals.</li> <li>• GPs will send back hospital requests that should be issued /actioned by the hospital.</li> <li>• We have now moved 2 physio appointments per week to Manor Park rather than other surgeries within the area which means more appointments based at Manor Park.</li> <li>• We have started to book more patients with with our Primary Care Network pharmacy slots for non-patient contact medication reviews which means more GP appointments for our patients.</li> </ul> <p><b>Website</b></p> <p>We are currently in the process of making several changes to our website including:</p> <ul style="list-style-type: none"> <li>• A more user friendly website, making it easier for patients to use with relevant information which means they won't need to call the surgery for this information.</li> <li>• More self-help pages, to help guide patients to the correct services.</li> </ul> <p>We will also ask patients if they have internet access before signposting them to our website and for those that don't we have printed some cards at our front desk with useful numbers for patients.</p> <p><b>Reducing the number of DNAs (Did not attend)</b></p> <p>We are reviewing a number of ways in which we can help our patients remember their appointment or cancel their appointment if it isn't required.</p>
6.	<p><b>Safe Surgeries</b></p> <p>In recognition of the barriers to healthcare access faced by people in vulnerable circumstances, including migrants, the surgery has partnered with Doctors of the World UK and have signed up to become a 'Safe Surgery.' Becoming a safe surgery will ensure that all staff are providing a welcoming space for anyone who needs to use our service,</p>

	<p>particularly ensuring that a lack of ID, proof of address, immigration status or language does not prevent patients from registering at the practice.</p>
<b>7.</b>	<p><b>AOB</b></p> <p>JM- asked that we discuss patients with additional needs- to put on next meeting JM attends</p> <p>KR – Will forward us the compliment/ complaint form for people with additional needs – can we also let him know when we receive from appropriate service.</p>
<b>8.</b>	<p><b>Proposed Future Meeting Dates</b></p> <p><b>Tuesday 23<sup>rd</sup> September at 15.30</b></p> <p><b>Monday 29<sup>th</sup> September at 16.00</b></p>