

NLMP PPG MEETING MINUTES

Date: Tuesday 19th August 2025

Time: 16:30- 18:15



Location: Beverley Kite Room, 1st floor, Harrogate Road Surgery

PPG Chair: Diana Oakes (**DO**)

PPG Vice-Chair: Debbie Beirne (**DB**)

Secretary: Kauser Jan (**KJ**)

Practice Manager: Hilary Brockway (**HB**)

Attendees: Diana Oakes, Hilary Brockway, Stewart Bissell, June Bissell, Rosemarie Harris, David Harris, June Doherty (new member), Debbie Beirne, Kauser Jan, Yolande Sowerby, , Bernie Wilson.

Agenda Item	Discussion Summary	Action	Person Responsible	Deadline
Chair's welcome and actions update	<p>DO confirmed previous minutes minor correction and to be re-posted on the website.</p> <p>Actions update: most actions now closed, except newsletter draft and patient comms about survey results. Discussion ensued around previous action for HB to check if a PPG representative could attend GP job interviews, as response was 'no', and some PPG members challenged this, on the grounds that patients are the recipients of the GP's care, similarly to teachers being exposed to pupils as part of an interview.</p>	<p>Re-post corrected minutes.</p> <p>Write letters challenging GP interview decision and to raise awareness of the potential of benefits to the practice and patients if a member of the PPG was on the panel</p> <p>Complete patient survey communication draft.</p>	<p>Chair - DO</p> <p>Secretary - KJ</p> <p>DO</p>	30.09.25
Practice Manager update	<p>Staff: no new starters, but currently a vacancy for a receptionist, as Kerry left.</p> <p>Training Practice: Dr Olalekan Adewunmi (known as Lekan) started on 25/08, here for 6 months. Dr Mostafa Elmaghraby (trainee) finished 25/08.</p> <p>Medical students: w/c 22/09 we will have some Year 3 medical students.</p>	<p>Fill receptionist vacancy.</p>	<p>Practice Manager - HB</p> <p>HB</p>	30.09.25

	<p>Research Practice: no news.</p> <p>Operational: Heidi electronic note-taking tool: to be fully rolled out 25/09/25. This allows GPs and nurses to fully concentrate on the patient while still accurately capturing medical info during the appointment.</p> <p>Wound care clinics: set up across the city and run by Leeds Community Healthcare (mainly for things like diabetic leg ulcers, etc.) Started also at our Harehills Community Health Centre (HC2) on Fridays.</p> <p>CAPS Clinics: Children's Respiratory Clinics - run by Leeds GP Confederation. At HC2 between Sep 2025 to March 2026. City-wide service. Mon - Fri and Sun 12pm - 8pm.</p> <p>Adult ADHD Service: run by Leeds GP Confederation. 3-year contract, starts Oct/Nov 2025. City-wide service based at HC2, Mon-Fri. To help the long waiting lists for adult ADHD diagnosis assessments.</p> <p>North Leeds STOMA Group: This newly formed Group, initiated and led by PPG member Rosemarie Harris has now met twice, and has been warmly welcomed by participants who appreciate having a forum for support and mutual learning. The next meeting of the North Leeds Stoma Group will take place at Harrogate Road Surgery on 17/09. For further info/enquiry, contact 07776 296319.</p> <p>TV screens in waiting rooms: now operational but staff sometimes forget to turn them on. HB to remind them.</p> <p>Staff photos: These were removed from the website following incidents of inappropriate use of staff pictures</p>		<p>HB/DO</p>	
		<p>Remind staff to switch on TV screens.</p> <p>Consider children's drawings as a staff image alternative. HB</p>		

	<p>at other practices, and for staff safety; alternative suggested - staff to always wear their name badges and potentially using children's drawings of staff to at least give an idea of what the doctor looks like.</p> <p>Prescription tracking: to be added to the NHS App. Similar to Amazon parcel tracking: will show patients what stage their prescription is at, e.g. if it's with pharmacy, awaiting stock, being delivered or ready for pick-up, etc.</p> <p>Annual National GP Survey results: HB shared on screen - better results for NLMP than last year, with the majority above national average, and only two below. However, the response rate was only 18% of the ca.600 surveys sent (the survey is sent out annually by Ipsos, an independent research agency, on behalf of NHS England to a selection of randomly selected patients from all GP practices in England).</p>	<p>to consult with practice partners.</p> <p>Improve phone messaging.</p>		
Practice Newsletter	<p>KJ explained she had built into the newsletter template the feedback originally received from PPG; however, she acknowledged the Chair's (DO) points around accessibility, and explained she'd not been aware of DO's extensive experience with producing newsletters and with accessible comms. KJ confirmed she has/is taking on board the advice on how to make the newsletter more accessible for readers with disabilities, including those with neurodivergent conditions, and will get together with DO later in the week to work on this. DO has created a template, it just needs to be populated with real articles, and DO apologised for the delay in doing this, due to health and work issues.</p>	<p>DO to meet with KJ to work on the newsletter and hopefully present it at the next meeting. (Note after the meeting: DO & KJ meeting booked for Fri 22/08 via Teams - HB invited as optional attendee).</p> <p>HB to provide items from the practice.</p>	DO	30.09.25
Gillick Competency Presentation	<p>KJ delivered a presentation on what Gillick Competency and Fraser Guidelines are, highlighting the rights of minors between over 14-18 (CQC defines it as 'Assessing the</p>	<p>Ensure public-facing practice staff are informed about guidelines.</p>	HB to ensure staff aware	Ongoing

	<i>ability of children and young people under 18 years to make decisions about their care') to consent to or decline medical decisions or have GP appointments without a parent being informed. Hypothetical scenarios highlighted complexities.</i>	https://learning.nspcc.org.uk/child-protection-system/gillick-competence-fraser-guidelines		
Any Other Business (AOB)	<p>1.Concern about nurses shouting patient names from down the corridor rather than coming to the waiting room door.</p> <p>2.Importance of ensuring 'Patient Summary: Problem Summary' is accurate where 'ongoing' conditions are concerned - DO highlighted costly issues with travel insurance claims or some DWP benefits if one-off or resolved health conditions show as 'ongoing', or if the summary doesn't clearly show a previously diagnosed ongoing condition. This can lead to insurance companies declining claims, saying that the person either didn't declare all conditions when they purchased insurance, or DWP refusing to grant a benefit because the condition is not reflected on records.</p> <p>3.Leeds Diabetes UK voluntary support group folded after over 20 years due to inability to find successors for a Chair and Secretary to organise and run the monthly meetings and liaise with Diabetes UK. Now widening the appeal to try to still keep it going.</p>	<p>Encourage nurses to greet patients at the door of the waiting room.</p> <p>Patients advised to check 'Patient Summary' before claiming on travel insurance or applying for any health-related benefits by asking for a print-out from reception. Mention to consultants to state clearly if a condition is resolved / discharged with no further treatment, so that GP can code it as resolved.</p> <p>Promote the opportunity to anyone you know who may be interested. Let DO know if you find anyone interested.</p>	<p>HB</p> <p>HB to raise with Practice.</p> <p>Patients to be aware of their own records.</p> <p>All / DO</p>	<p>ASAP</p> <p>Ongoing</p> <p>Ongoing</p>
Next Meeting	Scheduled for 30.09.25, usual time of 4.30pm. DO apologised in advance as she will be abroad, so Vice-Chair DB will chair.	DB to chair the next meeting.	DB	By 30.09.25

NOTES:

- The **Agenda** for the next meeting will be issued at the latest a week before the meeting (by the end of the day on **16.09.2025**. If you'd like to add a topic for the agenda, have a suggestion or any other business (AOB) for the next meeting, please email it to the Chair in advance, at NorthLeedsMedical.PPG@outlook.com.
- Please accept or decline the meeting invites in your calendar** (invites for all meetings in 2025 were sent out at the beginning of the year) or **confirm your presence / send your apologies** for every meeting to the Chair at the latest 24 hrs before the meeting (email:

NorthLeedsMedical.PPG@outlook.com). For on-the-day apologies, please message Diana on 07969 895 437.