

Dear KLMC Patient Group

Minutes from our meeting on Tuesday 19 July 2022

We had 12 attendees at last week's first Patient Group after the pandemic. A fantastic number! We had 10 apologies of people who look forward to our October meeting.

The main action from the meeting is to 'vote' for the topic we'll focus on in our October meeting

- If you're interested, please reply to KirkstallLane.PPG@outlook.com to confirm that you are happy to share your email with the sub-group.

The meeting was the relaunch of the Patient Group after it paused in 2020 due to the pandemic emergency.

We opened the meeting by exploring what a Patient Group is, and isn't, and the type of activities we could undertake. We also discussed a **Code of Conduct** for how we work together – slides attached. There was limited time to get feedback, so please email me if anything was unclear, or you'd like to tweak.

We also introduced ourselves. It was useful to hear about our different health conditions, and how we use the practice. **Everything we share is confidential** (our Code of Conduct), but please don't share anything you don't feel comfortable to. We also discussed our experience of using the practice – in general this has been very positive.

Dr Chauhan, Dr McCollum, and Evie King explained **how the surgery responded to the COVID emergency**. The group then discussed our experiences of KLMC through this – in general this was very positive, especially how reception and phone staff really stepped up.

We then heard about **plans to refocus KLMC** after so much change and pressures.

This first meeting was mostly spent getting to know each other and our role, and hearing about COVID. Future meetings will be more open discussion on topics to benefit patients and the practice.

Below are ideas October's meeting.

- Please reply back to KirkstallLane.PPG@outlook.com with your preferred topic
- Or something else if it isn't listed.
- We'll choose 1-2 of the most popular.

Gavin McNaughton

Chair

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Ideas for October's meeting

1. Mismatch between the group's positive experience of KLMC, and the impressions given by some parts of the media. And some feedback in some online reviews.

2. Broad communication to the wider patient population.
3. Promoting patients to be more 'self-service', and proactive with their health.
4. Health literacy – how patients access, understand, and use KLMC and the wider NHS.
5. Managing patient's expectations of treatment.
6. Surgery resources, including skills and recruitment.
7. Technology – consultations, patient views, blood tests from secondary care, Accurx system.
8. Appointments system.