

PATIENT PARTICIPATION GROUP MEETING

Tuesday 6th September 4pm

MINUTES

Present: Bev McLean – Business Manager
Lou McCaig-Holt – PA to the Management Team (Minutes)
Ettie Lynch – Patient Care Team Leader,
Patients: Mick (current PPG Chair), Geoff, Dina, Andrew & Usman
Apologies: *Nasreem, Phil, Ian, Sarah & Ann*

Introductions – the Practice Team and Patient’s briefly introduced themselves.

Minutes from Last Meeting and Update on Actions

- **Carers Project** – Carers policy offered in draft to group via email.
- **Digital Access** – Shared handout with details of all local services that offer support to people to access the internet.

Update from the Practice – the current clinical staff and non-clinical staff structure were shared in the presentation handout pack.

General:

- Dr Thornton will become a partner as of 1st October
- Covid vaccines for the Housebound and Care Home Patients will be prioritised
- Covid and Flu Vaccine Clinic will be held at St Marys Church Hall on 1st & 8th October for the over 50’s these can be booked via the text invite or by calling the surgery.
- Crossland Redevelopment – The grant has not been issued as yet and we await further update. The space is currently being used by the Primary Care Network (PCN) who are running clinics from there. The upstairs is still occupied by the current tenants.
- Clinical and Non-Clinical structure chart discussed and shared in the handout pack- The difference between GP Partner, Salaried GP and GP Registrar explained.
- The Data Quality Post has now been filled

Patient Care Team (PCT)

- Responsibilities - Pathology results, GP Post - actions, All electronic letters, Emails, Answering phone calls, GP tasks, Prescriptions, Taking payments, Front desk enquiries, New registrations (18,597 patients registered) & Deductions and transfers out.

- The PCT can offer and book Patients into additional services when appropriate such as Physiotherapy, Insomnia, Healthy Minds, Social Prescribers, Midwife, Weekend Nurses, GP's, Pharmacists & Pharmacy Referrals (Referred 225 patients and only 40 returned back to GP in July).
- **Call Statistics from July 2022** - Inbound calls in to the practice: 9,622 and Average queue time: 4 minutes 54 seconds
- **Appointment Statistics from July 2022** - Total number of appointments: 8,592; DNA'd (Did not attend) appointments: 351 – an average of 16.7 appointments DNA'd a day. Total number of triage telephone appointments: 3,978 – averaging at 148 a day
- **Team Leaders** - To help support the PCT they carry out monthly 1-2-1's with all admin staff members to help them progress further. We offer side by side support with phone calls and any other general enquires. A lot of time has been put into training over the past 12 months and we hope that it is showing in the service we provide.

National Survey Results

- GP Patient Survey and Practice Comparison Survey discussed and shared in the handout pack.
- Good Feed back from all the attending members of the PPG
- GP Survey Results 441 Surveys sent out 96 received back 22% Completion rate
- Good overall experience of the Practice with 75% saying it is good.

Leeds Wide PPG

- Leeds PPG Network – Leeds Health and Care Partnership -Discussed and shared in the handout Pack. The aim of the group is to work on developing initiatives, and new ideas, and address concerns. If you are interested in attending the meeting or would like to find out more, then please contact Adam Stewart at adam.stewart1@nhs.net or by calling 0113 221 7777.

Action: PPG Members to attend and feedback from the PPG Network Support Group if possible (December 22).

What and Who are the Leeds Primary Care Network? (PCN)

- Leeds PCN Footprint shared in handout pack and discussed – Our (Beeston) PCN work closely with Middleton PCN. The Network employ staff who work across the practices such as Pharmacist, Physios, Health Care Assistants, Care Co-ordinators (focussing on Care Homes and the Housebound / Frail or Cancer prevention and raising the uptake of baby immunisations and screening), Wound Dressing Nurses, Health & Well Being coaches (who focus on preventative care plans and advice). Some of these staff are currently based at Crossland Surgery and run clinics from there as well as at all local practices.
- The PCN Staff structure was shared in the handout pack – Bev explained the Structure to the Group.

Agree next meeting – Tuesday 17th January 4-5.30pm Large Meeting Room Beeston Hill – first floor.

AOB

- Geoff – Shared Feedback from the Pain Management Group Middleton & Hunslet Triage came in throughout covid will this be staying? – We have been using Triage for well over a decade and find it to be very useful so it will be staying.
- Call back times – GP call backs although we can't offer an exact time you can give us alternative telephone numbers to contact you on. For those that have commitments and cannot answer the call between specific times (e.g.- Teacher) we do advise the GP so they can try avoiding those times.
- Usman – Would GP signpost Patients to the National Institute Health Research? (NIHR)– GPs cannot sign post patients to the NIHR as this research normally requires the practice to be accredited which is a significant amount of work and investment. We do however signpost to research where accreditation is not needed.
- Andrew – Could the GP's prescribe natural remedies? – GPs can only prescribe registered medicines that are in line with NICE guidance, some of which maybe natural.
- Dina – Can the GP's support her campaign against the 5G masts? – Bev has responded previously to this request. Unfortunately, we cannot support the campaign as a practice. Dina was advised by members of the PPG to find further support groups online to raise the profile of this campaign.

CLOSE – Mick/Bev closed the meeting and thanked everyone for attending.