



PATIENT PARTICIPATION GROUP MEETING

“Beeston Hill” – Large meeting room on floor below Leeds City

Tuesday 6th February 2024 – 4.00 - 5.30pm

PPG chair: Mick

Practice representatives: Rosa Tandoh – Operations Manager

Lou McCaig-Holt – PA to Management Team

Attendees: Geoff & Sarah

Agenda:

Introductions - the practice team and patients briefly introduced themselves.

Actions from previous meeting **Lou**

Previous meeting notes shared with group - No actions from last meeting

Update from the Practice **Rosa**

- General Update

Modern General Practice - Online consultations **Rosa**

- Voice Assistant – is an automated service we are looking into. When you call the surgery, it will be an alternative option on the phone which will then direct you to a voice asking for your details and what you would like to do such as book/cancel my appointment, order script, voice recognition of Accurx consultations. The attendees thought this was a good idea but had concerns for security, having to add your details over and over and multi layers on the phones remembering what option to select.
- Online Consultations - Accurx has always been used for fit notes, but we can now use it for online consultations. You can submit your problem and we'll direct as appropriate maybe with an online bookable appointment, Pharmacy referral, Physio referral ect. We have staff walking around the waiting areas showing Patient's how to use this service.

Rosa asked would you like to use MGP? – Concerns for the older generation more responsibility on family member to help. The group expressed the importance of having all three ways to contact open (Phone, online & F2F)

Digital appointments

Rosa

We have been looking at offering appointments with our IT Assistant she will show Patients how to use our systems. – Attendees are not overly keen on the idea and if not using the systems regular they could possibly forget and then it becomes a waste of time.

Pharmacy First scheme

Rosa

Pharmacy first at a glance hand out shared with group - Nationwide scheme that came out on the 31st January most Pharmacies have signed up. They can now prescribe antibiotics and cover the following UTI, Shingles, Impetigo, Infected insect bites, Acute sore throat, acute Sinusitis and Acute Otitis Media.

Any Other Business?

Online consultations not working and can't see my appointments – We have updated the site and changed the link, we will add another button back on to fix this issue.

Attendee - The phone system is better now with the call back function. The staff are great and very helpful. – Echoed by all.

The next PPG meeting will be held on 11th June 2024