

Patient Participation Group Minutes 31/01/19 2 – 4.00pm

Present: LB, MT, MW, AH, KS and Anita Hampson – Practice Manager

Apologies: ST, TG, CY

Resignation: PM

In attendance: Adam Stewart Lead at the CCG for Patient Participation

After introductions we told Adam about the work of the PPG at Crossley Street surgery.

He informed us that PPG training is still in place, but many contact names had been lost. There is now a PPG Network in place and there are meetings that all can attend. Unfortunately, these all take place at WYRA house or other venues in Leeds. They are trying to go to other areas and will consider Wetherby area if there is enough interest. There are a number of locality PPG's who meet on a three-monthly basis and discuss issues that might affect the locality not just an individual surgery. We would only want this if it was going to serve a purpose and not be a meeting just for the sake of it. It would be interesting to know if the Dr's surgery in the Health Centre has a PPG.

Suggestions for improving communications with patients

- Events out of the surgery
- Sub groups
- Work with CCG when they put on events
- Stall at markets
- Notices in different places such as social clubs, village halls
- WISE
- At special events such as the what's on in Wetherby held at the High school

The NAPP website is available for all to use with lots of information on it. Liz sends a copy of the newsletter to everybody and I have sent the details for accessing the members section.

PPG awareness week is in June so if we want to do anything we need to start now.

Adam told us about Urgent Treatment Centres that are being introduced in Leeds. He thinks the title is misleading because they are not just for urgent things. There is a walk-in option and the 111 service can refer patients there. These are situated in Middleton, St James's, LGI and Wharfedale with one locality yet to be decided. The CCG is keen to get feedback about these and there are forms available.

There is also a thank you campaign with cards that can be filled in to thank anybody who has made a difference to someone's life during the winter - thebigthankyouleeds.co.uk
Adam was thanked for attending.

1. Introductions and welcome	All
2. Minutes of last meeting	Taken as correct
<p>3. Surgery update</p> <ul style="list-style-type: none"> • New patient folder • Role of the PPG in the Primary Care Networks • On line services • Clarify evening services 	<p>1) The winter flu programme had been successful with Crossley St exceeding the National target. Vaccines for next year are having to be ordered now and another one has been added. Crossley St Surgery has to decide whether to go with this one as well.</p> <p>Winter pressures have not been too bad but there have been a few nasty viruses around that have taken time to shake off. No huge numbers of elderly patients have had to be admitted or needed home visits.</p> <p>As we know Wetherby locality has employed a Dr specifically to undertake home visits. He does 12 visits per day 4 of which are Crossley St patients. This is funded with a non-recurrent grant until May and the surgery has to decide whether use core income to carry it on. Money from the five-year fund has to be used for very specific services such as physiotherapy advice, pharmacist. These can only be used up to a certain payscale.</p> <p>Drs assistants are questionable because they are unable to prescribe and any visits to them would probably result in a referral to a Dr anyway.</p> <p>The dementia clinic is still doing well and is funded by the surgery. The Consultant from Knaresborough comes to see new patients after the surgery has carried out and got results from any necessary tests.</p> <p>Two practice nurses have resigned and one replacement, so far, has been employed.</p> <p>Recruitment is ongoing for the second vacancy.</p> <p>Dr Jones has just started and Dr Cole leaves in April.</p> <p>Anita will find out for us how many patients each Dr covers. The surgery also provides services for the two local prisons.</p> <p>2) The waiting rooms are to be cleared of notices and a patient folder introduced with all the information in it. There will be 3 copies, one for each waiting area. A copy has been left with us for comment.</p> <p>It was suggested that the tables be cleared of magazines and placed in a rack so that newsletters and the folder can be easily seen instead of jumbled up with other things.</p> <p>3) Primary Networks is a new concept with different agencies coming together and working collaboratively. This involves many agencies such as social services. This is going to take time</p>

	<p>to establish and yet it is not possible what role, if any, PPG's could play.</p> <p>4) On line services particularly booking appointments – 38% of appointments are placed on line, some kept back for on the day appointments. One third of patients come in or book on the day. Drs keep some for patients who they want to return to see them.</p> <p>There are still many patients who don't want to book on line or order medication online, but Crossley St do have the largest number of patients using this facility in the area.</p> <p>The new telephone system is still not up and running. There is an emergency Dr available for telephone calls and to see patients if it is urgent. Not all surgeries offer this facility.</p> <p>Evening services are being offered in North Leeds and this will roll out across Leeds. This is a telephone service. Evening appointments are virtual appointments. A receptionist will ask what is needed and refer to the appropriate service. Examples are for Physiotherapy advice, medication reviews by a pharmacist and the Healthy Minds mental health practitioner for low level issues, where they might be given coping techniques or relaxation apps. Patients are then followed up later. If any service thinks that a patient's problem needs escalating, they have the facility to do that. 185 referred from our practice in the last few months. All notes taken go directly into patients notes, although the practitioner cannot see any other notes the patient has. This means that the notes taken are accessible to Drs in the surgery.</p> <p>DNA patients are now sent a text to inform them that they have missed an appointment.</p> <p>Saturday morning appointments can now be made through the surgery and are held at the Health Centre. It will not be your own GP that sees you. Appointments can also be made there with a nurse or healthcare assistant.</p>
4. PPG Boards	<p>The large board has been changed and depicts the signposting services. Ideas needed for the next change.</p> <p>Pictures of members etc. are now on our part of the board in the entrance to the surgery. Small boards still have information about the PPG.</p>
5. Children's corner	<p>A notice has now been put up here to say that the children's corner was funded with help from the PPG</p> <p>It is being used well.</p>
6. Newsletter	<p>The winter newsletter is out and ideas for the Spring one are now needed. Suggestions so far are Missed appointments, Healthy Minds service, evening and weekend appointments.</p>
AOB	None
Next Meeting	28th February 2019 4-6pm in the upstairs meeting room, Crossley St Surgery