**Leeds City Medical Practice and Parkside Surgery**

**Patient Participation Group meeting minutes Wednesday 13th March 2019**

**In Attendence:**

Patients: Eric Marshall

Michael Wilson

Joan Wilson

Mick Kalsey

Practice: Guy Ferrett – Assistant Practice Manager

Dr Sophie Sira – GP Partner

Apologies: Thamina Begum

Sue Hewitt

Thomas Kipling

Guy Ferrett read out the apologies and informed the group that Brian Kelly-Jean Beadle had stepped down from their positions in the PPG and left the group.

Update on all items from the minutes of the last meeting.

“A” Guy. Place of hand sanitisers in key location around the reception area.

* Community Health Partnerships contacted to have hand sanitisers placed in surgery. Surgery to complete Tenant Variation Request (TVR) to request placing of sanitisers.

Discussion on where to place hand sanitisers: outside the lifts, by the check-in screen and by each set of double doors in corridor. Cannot have too many in surgery.

“B” Guy. Update on the relocation of the checking in screen.

* Jayex, provider of the screen contacted, to enquire regarding an upgrade and relocation using leftover PPG Grant money. Final figures to go to next partners meeting.

**ACTION: Guy to check if volume of current check in screen can be increased.**

“C” Guy. To bring us up to date on the constitution.

* Awaiting feedback regarding this. Some issues raised by the group. Consensus was happy with the PPG Handbook, however the constitution needed work.

**ACTIONS: Constitution to be on next few meeting agendas to review.**

**Mick to forward template constitution to Guy.**

**Guy to contact Adam Stewart for example constitutions.**

It was noted the next PPG Network Group meeting was to be on the 25th March, 8pm at the Hamara centre and that there were no training sessions for the next 6 months due to recent over saturation.

“D” Members ideas for increasing membership of the PPG.

* Advertising of the PPG could be done in:
  + St Andrew’s – Old Lane
  + Local Mosque
  + Humara Centre
* PPG message on the bottom of appointment reminders.
* Increase the number of places the PPG is advertised to increase number of views.

**ACTIONS: Guy to contact local businesses/agencies and ask to advertise with one of our PPG posters.**

**Guy to amend appointment reminders/SMS messages from the practice to include info re the PPG.**

“E” Guy. update on design of SMS and DNA survey.

* Demonstrated the survey created on the website, requesting a patient’s reason for DNAing and a few select questions related to their reason. Consensus was to not over complicate the survey and trial the one demonstrated.

**ACTION: Guy to put forward the survey for agreement at partners meeting, then implement if agreed.**

It was noted the NAPP certificate was out of date on the PPG board.

“F” Guy. Update us on the open space for the PPG members in the reception area.

* Informed the group that the use of MSK seperating board was okay to use as notice board.

**ACTION: Guy to arrange moving PPG board from wall to board.**

“G” Due to the negative response from the Practice with regards to trying to reduce the number of patients who consistently miss appointments, what type of action would the practice propose?

* Summarised the DNA approaches already taken:
  + 3 strikes and out, few patients could be removed due to ‘duty of care’, no difference seen in number of DNAs after sending letters.
  + Textual reminders when DNAs occur.
  + Targeting the more frequent offenders and implementing prevention tactics, such as not allowing them to bookpre-bookable appointments with GPs.

“H” AOB

* It was raised that the PPG needs to involve 2 way communication between patients and practice.
* Mick Kalsey was elected, and agreed by all present, to chair the PPG on a temporary basis.
* The next meeting was agreed to be the 19th June at 12:30pm

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