**Leeds City Medical Practice and Parkside Surgery**

**Notes from Patient Participation Group meeting held Wednesday 30th May 2018**

**Present**:

Patients: Mr Terence Sismey

Mr Eric Marshall

Practice: Dr Sophie Sira – GP Partner

Guy Ferrett – Assistant Practice Manager

Apologies: Ms Sue Hewitt

Ms Kelly-Jean Beadle

Mr Brian Beadle

Mr Thomas Kipling

1. Welcome and Introductions

Guy Ferrett welcomed members to the PPG meeting and noted apologies received.

1. Notes and Actions from Previous Meeting

Guy Ferrett did not bring copies of previous minutes, but asked if any feedback from members as they had been sent out after last meeting. Nothing to add, members not concerned regarding previous minutes.

1. CQC Inspection

Brief summary of CQC inspection and what they are; the Care Quality Commission (CQC) are responsible for auditing/assessing all medical establishments every 5 years or less. They ensure services are Safe, Effective, Caring, Responsive & Well-Led. The grading scale for results is: Inadequate, Requires improvement, Good and Outstanding. The practice got a good result, and the whole report is available online at: <https://www.cqc.org.uk/location/1-545710147> Paper copies can be requested via reception.

1. Did Not Attend Policy Ideas

Concerns from both members that the DNA policy was not strict enough, noting the (approx. 646) number of appointment DNA’d last month. Possible ideas included GPs calling those who DNA, however it was noted this is not possible with the time GPs have available during their day. Guidelines for numbers of patients per GP are between 1 and 2 thousand; the practice currently has 10 full and part time GPs – enough as per guidelines. Another idea was proposed by a member, to include the amount of people removed from the surgery’s list to be displayed with the DNA figures to discourage others. Dr Sira explained we have recently adapted the system to target those who DNA the most, to prevent them from DNAing in future – preventing them from booking future appointments, have to be added to Triage.

Members still happy with triage system and by utilising this system can hopefully reduce the number of DNAs. Members informed there are often 150-200 calls per day for the on-call doctors and that there are 2 on-call in the morning and one on the afternoon, except on Mondays when there are 2 all day. One member stated they know little of how a surgery operates and it might be useful to provide info on how we run to patients.

**ACTION – Guy Ferrett to consider putting out information leaflet for patients on what we do and how we do it.**

1. Signposting

Explained process of signposting to members; receptionist will try to guide patients to alternative services that may be available in the area that can be self-referred to or may be more efficient than coming through a GPs. This service will not replace the existing triage and if patients do not want to self-refer they can still have an appointment however self-referring to a lot of services may shorten a patient’s waiting time to treatment. One member concerned that admin staff would be triaging – however Dr Sira reassured that is not what the surgery is doing.

1. Any Other Business

PPG member suggested we contact Chris Bridle from the CCG to invite to a meeting and to ask for an updated meetings poster for the PPG board. Dr Sira suggested that the PPG member may like to contact Chris, as the PPG is a patient led group and could benefit from more influence by members.

**ACTION – PPG member to feedback on contacting Chris Bridle.**

One PPG member noted their disappointment of the lack of members, and the low turnout of the meeting. Dr Sira asked for suggestions how to improve membership. Ideas of: Lesley targeting people as she may know who would be interested and organising an open night to inform patients who may otherwise not be aware; offering food and drink to increase turnout, were suggested by members. Dr Sira suggested members could also encourage friends/other patients to become members and encouraged a more patient led initiative.

1. Next Meeting

The next PPG meeting would be held on Thursday 16th August at 17:30.

- END -