**Leeds City Medical Practice and Parkside Surgery**

**Notes from Patient Participation Group meeting held Wednesday 5th December 2018**

**Present**:

Patients: Mick Kalsey

Joan Wilson

Michael Wilson

Eric Marshall

Kelly-Jean Beadle

Brian Beadle

Practice: Dr Sophie Sira – GP Partner

Guy Ferrett – Assistant Practice Manager

Apologies: Thamina Begum

Tony Wong

Welcome and Introductions

Guy Ferrett welcomed new members to the PPG meeting and completed a round of introductions.

Several members proposed ideas for discussion or improvements:

* Hand sanitisers by the lifts.
* Discuss ideas for getting more members into the PPG with our neighbouring surgery downstairs. Try to share ideas and find new ways to recruit members.
* Moving the check in screen away from reception desk to aid more usage of the machine. Ideas for running a tutoring event/session or having a member instruct patients for a day were also discussed.
* Encouraging online usage to reduce numbers calling or queuing in reception.

**ACTIONS – Guy to: request hand sanitisers by lifts and in key locations in the waiting area and corridor, look at moving check-in screen and discuss ideas for PPG numbers increase with City View.**

**PPG Members: more active approach to recruiting new members.**

The PPG Action Plan was raised and the existing set up was discussed. It was noted there are different areas of interest from each member present and that we have a doctor in attendance at each meeting as well as a member of management. The PPG board needs to be bright and colourful and remain on its own separate board. It was also agree a constitution is required for the practice PPG and not just use the NHS PPG constitution. This will be based on the constitution provided by Grove House Surgery. It was also noted that the minutes and actions from previous PPG meetings were not available online. These should be agreed during following meeting and put online.

**ACTIONS – Guy: to investigate moving the PPG board to more noticeable position, creating a constitution for the PPG and updating the PPG page on the website.**

**Brian: to distribute copies of Grove House Surgery constitution between members.**

The DNA rate was raised as an issue and there was an open discussion to obtain ideas for how to reduce the number of missed appointments. It was proposed that patients could be called after DNAing an appointment to find the reason why, however due to lack of resources this would not be possible. Another suggestion of sending SMS messages after DNAs with a multiple choice question for why an appointment was DNA’d was raised. It was also proposed that this could be done in conjunction with a survey aimed at patients who do not attend.

**ACTION – Guy: to design an SMS and DNA survey to be sent/given to patients who miss appointments.**

The idea for the PPG or having a PPG folder only accessible to PPG members so discussions could take place and files shared between one another. Also to have a PPG message board, with chat rooms, for sharing of ideas. All members present consented to sharing their information with other members present. It was also suggested that a consent message be sent to those who are PPG members but have not attended meetings or were not present, to aid the flow of information.

Brian was nominated to be chair of the PPG, all members present agreed with the decision. Kelly-Jean also volunteered to be secretary, again all members present agreed with the decision.

**ACTION – Guy: to look at sourcing/creating an open space for PPG members that information can be shared across.**

Future meeting dates were proposed as: 13th March, 12th June, 11th September and 11th December 2019. It was decided to plan next meeting date as 13th March, however decide at the next meeting, future meeting dates and how many meetings will be required.

Next Meeting

The next PPG meeting would be held on Wednesday 13th March at 12:30.

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