**Leeds City Medical Practice and Parkside Surgery**

**Notes from Patient Participation Group meeting held Wednesday 17th May 2017**

**Present**:

Patients: Mr Brian Beadle

Mr Eric Marshall

Mr Thomas Kipling

Practice: Dr Sophie Sira – GP Partner

Bernie Highfield – Practice Manager

Apologies: Ms Sue Hewitt

Mr Philip Gleeson

Mr Terrence Sismey

1. Welcome and Introductions

Bernie Highfield welcomed members to the PPG meeting and noted apologies received.

1. Notes and Actions from Previous Meeting held 2nd March 2017

The PPG group reviewed actions from the last meeting, that did not feature on the agenda.

Bernie Highfield confirmed that the Practice website had been updated to include a link to NHS Choices page providing access to health related information in different languages.

The group discussed the PPG membership and visibility of information about the PPG within the Practice. It was felt the PPG should be promoted more to patients as well as within the Practice team, increasing visibility. Dr Sira suggested a PPG meeting dedicated to promoting the group, to allow detailed discussion from existing PPG members and brainstorming ideas.

The PPG group asked that links to CCG website PPG were added to the Practice website.

**ACTION** Bernie Highfield to arrange links to CCG on Practice website

Bernie Highfield confirmed that the 2017 PPG meeting dates were displayed in waiting areas and the Practice website. PPG members asked that posters were on A3 size, to improve visibility

**ACTION** Bernie Highfield to arrange A3 posters

1. Terms of Reference Review

Bernie Highfield presented the amended Terms of Reference for the Group, thanking members for comments already submitted. PPG members to provide any further comments to Bernie Highfield by the end of May 2017

**ACTION** PPG members to submit any further comments on the Terms of Reference to Bernie Highfield by 31st May

1. Membership of National Association for Patient Participation (NAPP)

PPG members agreed to membership of the National Association for Patient Participation (NAPP), funded by the Practice.

**ACTION** Bernie Highfield to arrange NAPP membership

1. Practice Website

The Practice were updating their website and invited members to comment on the two designs available. The two designs were live GP practice websites from Cerne Abbas Surgery and Lee Health Centre. Members were unanimous, preferring Cerne Abbas Surgery design. The PPG group discussed website content and suggested greater detail for doctors including male/female and interests ie, paediatrics, womens health etc.. Dr Sira suggested a PPG meeting dedicated to a review of website content, providing protected time for a more detailed discussion.

**ACTION** Future PPG meeting to be dedicated to website content review

1. Practice Leaflet

Bernie Highfield thanked members who had already submitted comments on the Practice Leaflet. PPG members asked that the Leaflet also included information about non NHS services and prices, PALS contact number, in addition to Passport applications. With reference to Patient Online, members noted the patient online application form did not suggest other ID verification other than passport and driving licence. Bernie Highfield thanked members for feedback and undertook to review the Online application form.

PPG members to provide any further comments on the Practice Leaflet to Bernie Highfield by the end of May 2017

**ACTION** Bernie Highfield to review Patient Online application form

**ACTION** PPG members to submit any further comments on the Practice Leaflet to Bernie Highfield by 31st May

1. Patient Charter

Bernie Highfield thanked members who had already submitted comments on the Patient charter

1. Friends and Family Test Result & Response

PPG members noted the April 2016 to April 2017 Friends and Family Test Results. The number of patients who would recommend the Practice continued to be on trend, in excess of 80%. The number of patients who were unlikely to recommend the Practice continued to trend with a low result at around 10% or below. PPG members noted the results.

1. Patient Training and Peer Support Calendar 2017

PPG members noted the CCG Patient Training and Peer Support Calendar of events for 2017.

1. PPG Communications

PPG members asked that the CCG PPG training calendar be publicised on both the noticeboard and the PPG website page

**ACTION** Bernie Highfield to arrange for calendar to be displayed on noticeboard and website page

1. Any other Business

*Parkside*  – One of the PPG members noted the overgrown foliage by the entrance/exit to the car park at Parkside obstructing visibility for car and pedestrian. There was a risk of accident as pedestrians crossing the entrance/driveway from the KwikFit side could not be seen by cars vacating the premises

**ACTION** Bernie Highfield to raise with property management

It was also noted that the chemist was often parked in disabled bay, when all other bays were occupied, preventing disabled patients from parking.

**ACTION** Bernie Highfield to raise with Parkside chemist

*Appointments* – PPG member noted there were few appointments available online. Dr Sira and Bernie Highfield explained the advanced access appointment system, releasing appointments at various times to meet demand. In addition, the Practice operated a doctor triage system where anyone needing an urgent appointment, or unable to get a routine appointment, could speak to the on call/duty doctor the same day. The doctor would either provide a telephone consultation or a face to face appointment,  based on clinical need.

*Patient Call System* – PPG members discussed the system employed to call patients into the doctor from the waiting room, noting that it was easy to miss when the patient was being called due to the brief length of time the patients name was displayed on the screen. PPG members asked if the call system could provide a voice call as well as displaying the name or names could be displayed for longer. Dr Sira and Bernie Highfield explained the current system couldn’t operate a voiced call. The system settiongs would be reviewed to determine any changes which may address the concerns raised.

**ACTION** Bernie Highfield to review patient call system

1. Next Meeting

The next PPG meeting would be held on Wednesday 20th September at 12.30pm

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