**Leeds City Medical Practice and Parkside Surgery**

**Notes from Patient Participation Group meeting held Thursday 7th December 2017**

**Present**:

Patients: Mr Brian Beadle

Mr Eric Marshall

Mr Thomas Kipling

Practice: Dr Sophie Sira – GP Partner

Guy Ferrett – Assistant Practice Manager

Apologies: Ms Sue Hewitt

Kelly-Jean Beadle

Mr Terrence Sismey

1. Welcome and Introductions

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

1. Notes and Actions from Previous Meeting held 7th September 2017

The PPG group reviewed actions from the last meeting. Guy Ferrett confirmed that the minutes from the February meeting had not been sent out to members originally but had now been sent with all 2017 meeting minutes, the upcoming meeting dates and December’s meeting agenda. PPG members informed about upcoming property management meeting, where foliage and parking will be discussed. A PPG member suggested relocating the bushes causing the problem by the main entrance, to the space at the rear of the car park. It was also mentioned that the poor drainage by the front gate causes large amounts of water to pool, which could be a potential hazard during icy weather.

**ACTION - Guy Ferrett to raise the option of moving the bushes and drainage issues at the Property Management meeting.**

Guy Ferrett confirmed the call screen display time had been extended, however in the last week the PC had needed to be changed and the settings are local to each machine, so these will need to be reset.

**ACTION – Guy Ferrett to adjust length of time patient name displayed.**

It was confirmed that attendance records had been kept for the last few meetings and that as per the updated terms of reference members would start to be removed if they repeatedly did not attend meetings without giving apologies. Guy Ferrett shared the discovery that the surgery website cannot host a forum to share ideas, however that ideas can be directly sent to the surgery email address and distributed from there. Guy Ferrett confirmed: that the gender of all clinicians is displayed on both the surgery website and the SystmOne website – in the appointment booking section; it is not possible to customise messages on Systm-Online for each patient, only general messages everyone can see.

1. Did Not Attend Policy Ideas

It was discussed that the practice needed to be firmer with its DNA policy. Several members agreed that ideally a three strike policy should be used, eg each time a patient DNAs they are informed by letter, if they accumulate three letters/DNAs with the same 12 month period they are removed from the practice. One PPG member suggested making the wording relevant to the patients, trying to make them understand that by missing their appointment someone else is not able to get an appointment for a longer period of time – and that someone could be them. Another member suggested contacting Chris Bridle from the CCG who may be able to provide/acquire eye catching posters regarding DNA.

**ACTION – Guy Ferrett & the partners to review/update the DNA policy and display more obvious DNA posters.**

1. Any Other Business

One PPG member raised concerns regarding the recalls procedure and the frequency of letters received as well as the telephone asthma review process. Dr Sira explained that Asthma reviews can be conducted via telephone, as they are not about immediate symptoms but rather a generalised view of the last year. It was also noted that the letters state either a face to face or telephone appointment, as it is attempting to get some contact from those that would otherwise not make an appointment. The scheduling of recalls letter was explained, that to ensure everyone is invited 3 times within the 1 year period from April-Mar, the frequency of letters has to be every 4 weeks. Another PPG member suggested using SystmOnline to send direct messages to patients informing them they are shortly due for an annual review. Another PPG member suggested giving appointments to patients on letters, instead of requesting they make an appointment. It was explained that this may increase the number of DNA’d appointments and was not really practical in a practice of this size, however may be considered in future for patients who do not book their reviews.

**ACTION – Guy Ferrett will review the recalls timetable to see if amendments can be made to the regularity of letters and test the usability of the SystmOnline messaging service to remind users of upcoming required appointments/reviews.**

One PPG member shared with the group that the PPG annual general meeting held for PPG members from all surgeries was very useful. A lot of the group members were unaware of the meeting location and date and the PPG member agreed to share the future dates once they had been announced.

1. Next Meeting

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

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