

PPG Meeting Minutes

Monday 24th June 2024 – 6.30 – 7.30pm

Attendees: HW, AP, ME, ST, VA, AH (Minutes)

Apologies: EA, MS, NF, PCLC

Introductions:

AH and PPG members introduced themselves around the table.

Previous Minutes:

We have had no word that Pharmacies can test urine currently.

The Practice is starting to use email addresses more where appropriate.

Staff updates (AH):

Admin/Reception

Paige, a member of the secretarial team has commenced maternity leave and her baby is due around the middle of July.

Dana, a receptionist is training to cover her maternity leave.

We have had 2 receptionists retire and have recruited 3 new receptionists, Sarah who has already started. Julie starts tomorrow and Charlotte starts at the end of July.

Clinical

Our GP Registrars, Dr Nikita Bharath and Dr Komal Ahmed leave us on the 6th August and 2 new GP Registrars start with us until February 2025. These are Dr Usamah Wahid and Dr Sabie Rainton, however Dr Rainton will be commencing maternity leave shortly after starting with us but will return to us after maternity leave.

Dr Mohamed Eltaher will stay with us until February 2025.

PPG Agenda Items:

Documentation presented at the last meeting, see attached (VA):

This was only briefly discussed at the meeting and agreed this should be brought to the next meeting. It was agreed that AH would email out the 'confidentiality policy' to all PPG members for them to sign and return to the next meeting. It was felt that this is a good starting point in terms of the documentation brought by VA.

Patients feedback about new format for Emergency Surgery - (very small sample of patients) (ME):

1. Patients seem happy to complete a form about their symptoms etc if it keeps the Emergency Service open.

2. Patients not so happy for the receptionists to see the completed forms - one lady suggested they could be given back to the receptionist in a sealed envelope.
AH explained that the information is taken with strict confidentiality and Receptionists undergo thorough training in this area.
If a patient wishes to keep their acute illness anonymous the receptionist will respect this and inform the triaging GP.
It would not be cost effective to put the completed form into a sealed envelope and would also delay the checking in process at Reception.
3. How is the patient's information being passed to a GP?
The patient's information is passed to a GP via the Practice computer clinical system and is only reviewed by a GP Partner.
4. Never received notification of Emergency Service changes (same lady who suggested the envelope).
AH - This information was sent via text message to those patients that have a mobile, sent out via royal mail to patients without a mobile, added to the website and Facebook and paper copies are available in the reception area.
5. Is it a government directive on when the surgery releases GP appointments i.e. Menston appointments day before Guiseley appointments?
AH - I don't believe it is a government directive. The Government have an agenda for patients to be seen within 2 weeks.
6. Update on the impact of triage on the number of patients seen in Emergency surgery (ST)
AH - ES is more manageable following the criteria for ES.
We are able to slot patients into more routine appointments throughout the week if they are not suitable for ES that day.
We can accept photos from patients, and some can be managed via this route via Accurx, and the patient does not always need to come in.
Reception can also navigate patients to CUES and Healthy Minds and patients can often be contacted/seen the same day.
7. Is it possible to have the PPG meetings online (NF)
AH - If a patient wanted to join the PPG meeting via Teams or Zoom this could be looked into. The PPG members present at this meeting agreed that is not something they would wish to do.
8. **AOB (AH):**
AP would like to speak to HT re Dementia and the work around it.
AH to ask HT to make contact with AP.

Discussed ways in which to recruit more PPG members. A stand was suggested at an event.

AH will email the PPG members the PPG information leaflet to give out where they can. AH can also print some and leave at Reception if anyone would like them already printed.

9. Date(s) of next meeting:

It is recommended that Practices hold a minimum of 4 PPG meetings per year, therefore, to achieve this the PPG agreed to have the next one sooner than the full three month interval.

The PPG agreed on the date of the next meeting to be:

Monday 9th September 6:30-7:30pm