

PPG Meeting Minutes

Monday 9th September 2024 – 6.30 – 7.30pm

Attendees: HW, VA, ME, SET, EA, PCLC, NJ, AH

Apologies: ST, BB, AP

Introductions:

AH, NJ and the PPG members introduced themselves around the table.

Previous minutes:

No action points to update.

Staff updates (AH):

NJ has recently joined the Practice as Reception Supervisor. NJ is happy for any members of the PPG to call her direct if they have any queries regarding reception.

Since our last meeting, 3 new receptionists have started and are all doing well with their training.

We have a new GP Registrar, Dr Usamah Wahid and he is with us until February 2025.

Dr Sabie Rainton has also started but leaves this week to begin her maternity leave.

Dr Mohamed Eltaher will stay with us until February 2025.

PPG Agenda Items:

Patient survey Results:

AH showed the patient survey results on the large TV screen. All agreed that these results are impressive (attached).

Increasing PPG awareness (ME):

Everyone agrees that increasing awareness about our PPG is challenging and therefore ideas are welcome.

☐ AH to put up a PPG flyer at Menston on the notice board. The PPG flyer is currently on the TV screens at both sites.

Suggestions from PPG members included:

- Holding the PPG at Menston on alternate quarters.
- Having a stand at the Menston show.

- Coopers in Guiseley have an upstairs room which is free if you buy a drink.
- Host a PPG event Kirklands, there is a charge.
- Speak to Guiseley Theatre to see if they have event days.
- Speak to Menston library to see if they have event days.
- Hand leaflets out at the Menston show.
- Hand out leaflets at the Practice
- Promote the PPG at local schools. Sixth form students might be interested; open days.
- Mums and tot's groups.

AH explained that our Practice is part of the Primary Care Network (PCN). We work closely with Aire Valley Surgery and Guiseley and Yeadon Medical Practice. It has been suggested in the past that we host a PCN PPG meeting and learn from each Practice. It has also been suggested that the PCN will do a PPG newsletter in the future.

☐ AH will feedback any further information regarding these at the next meeting.

The PPG suggested that we try and advertise our PPG more on the Practice website. Also noted that there are not up to date minutes on the website.

☐ AH will ensure that minutes are added to the website for past and future meetings.

HW kindly has drafted the following which would be a great selling point for our PPG on the website.

The Menston and Guiseley Practice PPG

The PPG (Patient Participation Group) is your way of having a say in the way the practice operates and your chance to find out how it is run. The Practice is continually trying to improve and listening to its patients is regarded as a key part of his process. Proposed changes are discussed by the PPG and its views fed back to the management team. The PPG also suggest improvements it would like to see take place. The PPG meets just four times per year, usually on a Monday between 6.30-7.30pm, so it will not take up much of your time.

The next meeting is in January 2025 so please email maqp.secretary@nhs.net or telephone 01943 873332 to receive your invitation and further information.

Patient capacity (ME):

ME asked how we will accommodate more patients. There are 5 pieces of land that could be sold in this area which would mean more houses being built.

AH advised that we continually have patients move away from our Practice and sadly patients that pass away, we also have new patients moving to the area who can register with us or the other two Practices locally. AH also advised that since we started to do a little bit of triage within our ES this has helped accommodate patients and freed up more Prebookable appointments.

PCLC said that he is familiar with Guiseley Planning and will speak to them with regards to the land and/or feedback any information to us at the next PPG meeting.

Clinical Rota and Appointment reasons:

VA asked why a patient has to tell the receptionist what the illness is when booking a pre-bookable appointment. The majority of the PPG members agreed that this should not be necessary on a pre-bookable appointment.

☐ AH will discuss this back at the Practice and feedback to the PPG.

PPG papers from February (VA)

It was agreed at the last PPG that all members would sign the confidentiality agreement. Only AH and a PPG member have done this so far. Agreed that members would bring their signed paper back to the next meeting.

Date of next meeting:

Monday 13th January 2025 – 6.30pm – 7.30pm