

Patient Participation Group (PPG) meeting 30th January 2018

1. Minutes of the Meeting Held on 12th September 2017
2. Update
 - a. **New telephone system** – procurement underway. Two suppliers bid for contract, steering group currently evaluating bids. Meeting 6/2 to agree scoring and identify preferred supplier. Whole of Leeds North involved, St Martins first followed by Foundry Lane, The Avenue and hopefully RLMP.
 - b. **Reception white board** – staff have been asked continually to use the board for when doctors are running late and when medical students are in the practice. Short staffing raised as an issue for not managing its use
 - c. **NHS Directive regarding Receptionists Signposting patients** - to date all reception staff have been trained to “Active Signpost” patients. This training includes how to ask patients about why they want to see the doctor. This training is currently being used to divert patients with medication queries to the extended access pharmacist. The practice has tracked down the telephone message change instructions and now needs to amend the message to alert patients to the changes. The recommendation is that the message is recorded by a Partner. We haven’t identified time for a GP to do this as clinical staff shortages have been an issue since before Christmas
 - d. **PPG input into October Flu clinics** – Feedback from patients approached during flu clinics was generally positive. An issue was raised regarding when the shutters were opened for appointments. The first appointment at 9am was delayed as the shutters were not opened in advance. 26 patients gave their names and addresses to be contacted regarding gathering their input and opinions
 - e. **Changes to Leeds North CCG** – From April 2018 there will be 1 Leeds CCG. The majority of functions will be centralised at WIRA house. No detail yet on what might be in other NHS sites. A much smaller commissioning function and a provider development arm, still being worked on.

In terms of governance the changes have been approved by NHSE. A new CEO has been appointed Philomena Corrigan, Clinical Chair is Gordon Sinclair, various other members of the management team have been published. A board has not yet been appointed. Chris Bridle is still the contact for Engagement
3. Broader discussion points following the update
 - a. **Information Governance** Concerns raised regarding information sharing and Information Governance. No information is shared outside of the clinical journey.
 - b. **Newsletter** – it was suggested that a practice newsletter may be helpful in keeping patients updated on practice developments/news.
 - c. **PPG seminar** – RJ reported back on a seminar he attended which he enjoyed. He observed that a number of people were there for personal or political interest. He also reported that some PPG’s raise money for their practice.
 - d. **Pulse** – it has been reported recently in Pulse that GP have an average of 41.5 appointments per day. RLMP has a standard clinic of 15 appointments per session
4. **2018 role and membership of the group** – a forward plan of PPG activity needs to be agreed
5. AOB
 - a. AR and ZA both gave notice that because of personal or dependent health issues they may not be able to attend all meetings
 - b. A number of issues specific to group members only were raised – to be picked up outside of this meeting
 - c. Secretary for the group – to work with HB/PD other identified group members to take the notes and follow up on actions

d. PD to reduce hours in the practice. EM to pick up more operational duties

Actions agreed:

1. Circulate implementation schedule of telephone system when known
2. Staff to update the whiteboard in reception if Doctor/Nurse running more than 20 minutes late
3. When next flu planning occurs staff will start work 15 minutes before 1st appointment to ensure patients are admitted to the practice in a timely manner
4. To develop a newsletter linked to the practice web page. Publish 3-6 monthly
5. Write to the 26 patients asking if they wish to be more active
6. Check if any of the 26 routinely attend CG
7. Check the Pulse article and compare to RLMP
8. PPG plan
 - a. Patient survey to be agreed at next meeting
 - b. PPG members to spend some time at RL and CG talking to patients and asking their views
 - c. Check Andrea's coffee afternoon schedule
 - d. Develop newsletter
9. MD agreed to take the role of group secretary
10. Invite EM to attend a future meeting

Date and time of next meeting

Tuesday 27/03/18 @ 5.30pm