

**Manor Park Surgery
Patient Participation Group
Friday 14th February 2020**

Attendees:

Matt Barton
Vicky Battle
Jennifer Humphreys
Jonathan Butler
Philip McConnell
Kevin Ritchie
Jacqueline Worthington
Michaela Stevenson

1.	Welcome and introductions (MB)
2.	<p>Our Ground rules:</p> <ol style="list-style-type: none">1. Confidentiality – what is said in the group stays in the group.2. Avoid personal references - as patient leaders we think about the needs of the wider public.3. Avoid assumptions – base discussion on evidence and good practice.4. Listen – listen actively and attentively. Avoid interruptions.5. Challenge - critique ideas, not people.6. Find solutions - build on one another’s comments; work toward shared understanding.7. Do not monopolize discussion – give others chance to speak.8. Respect – other people’s thoughts, ideas and suggestions (even if you don’t agree with them)
3.	<p>Practice Update</p> <p>-Liz Gamlen (Practice Nurse) will be leaving end of March. Volunteering in Peru for 6 months and moving down South to be closer to her children.</p> <p>-Sophia (Practice Nurse) will be leaving the practice. She is moving to London to be closer to her husband’s work.</p> <p>-Becky (Care Navigator) will be leaving today for a new role within the network.</p> <p>-Interviews have been held and the care navigator role offered to a lady called Katrina who will hopefully start mid-March and commence training both at Manor Park and Robin Lane.</p> <p>-We currently have 4 GP registrars at the practice.</p>

<p>4.</p>	<p>Signposting</p> <p>From Monday 02nd March the practice will commence Signposting. We will be asking each patient upon requesting to book an appointment a brief reason why they need to see a GP. This is to assist in measuring capacity and demand and increase the number of GP appointments available at the practice for those patients who really need to be seen by a GP.</p> <p>We may be able to advise patients to (where appropriate) seek help and advice from alternative services such as pharmacy, minor injuries and physio first. This is optional advice and something we have been doing for a while when all appointments have been taken.</p> <p>Dr Gilmore will be recording a message for the phone system to advise patients of the question they will be asked and the reason why. There will be a display in practice also explain the purpose of this question.</p> <p>-Some uncertainty from the group around signposting and request for this to be communicated to all patients via text message. Manor Park and Robin Lane are currently the only practices not to be signposting in Leeds as this is a contractual obligation for all practices.</p>
<p>5.</p>	<p>CCSP</p> <p>From Monday 24th February we will begin conducting annual reviews from chronic diseases slightly differently. There will be three parts.</p> <p>-Part 1 – Health Care Assistant Appt - Information gathering, relevant tests (bloods, BP, weight) and lifestyle questions.</p> <p>-Part 2 – You will be asked to collect your results after 1 week where you will review them and decide what goals you would like to set to improve your results and overall health.</p> <p>-Part 3 - Practice Nurse – You will see the practice nurse for your review of your condition and to discuss goals you have set and how these can be achieved.</p> <p>This is to enable and encourage patients to think more proactively about their long-term conditions, have more control over their health plans and set realistic goals to improve their health and wellbeing. Reviews will take place in patient’s birth months.</p>
<p>6.</p>	<p>Leeds West Primary Care Network</p> <p>Covers 7 practices, 67000 patients and it were established 01/07/2019. We are working together to deliver better services for our patient population which include.</p> <ul style="list-style-type: none"> - Weekend Appointments -Contraception Clinic -Woundcare -Social Prescribing -Linking Leeds (formerly PEP)

	<ul style="list-style-type: none"> -Virtual Pharmacy -Domiciliary Bloods -Frailty Appts -Physio First <p>All of these appointments can be booked through Manor Park.</p>
7.	<p>Patient Action Plan – Based on patient survey and complaints analysis.</p> <p>Appointments</p> <ul style="list-style-type: none"> -Capacity and demand work still to do. -More evening and weekend appointments – via network <p>Telephones</p> <ul style="list-style-type: none"> -Looking into feasibility of an interactive voice menu with more information on queue position for patients to make an informed decision on whether to hold or not. <p>Waiting Area</p> <ul style="list-style-type: none"> -Patient care/Customer service – Ongoing in-house training for front line staff. -New TV Screens in waiting areas in response to feedback monotonous sound and TV screens on repeat. -Water – Water available behind reception upon request. -Waiting area 1 – To remove some chairs for wheelchair users and more doctors to use waiting area 2. <p>Information waiting area</p> <ul style="list-style-type: none"> -Notice boards currently undergoing face lift with up to date and relevant information based on patient feedback. -Whiteboard behind reception – To be updated re DNA's. <p>Patient Communication</p> <ul style="list-style-type: none"> -Internal campaign to encourage patients to update contact information. -Facebook proposal -Increase PPG member numbers due to drop in attendees– Advertise in practice and website, Communication with patients re text messages and website.
8.	<p>AOB</p> <ul style="list-style-type: none"> -Phillip requested that the practice display a Care Bear Group Poster in practice <p>Group description from neighbourly.com - We are Bramley Care Bears. We have a few volunteers that go out and litter pick any area of Bramley. We also give food out to anyone that is in need - we can feed up to 30 families. We want to start up a homework club, along with sports activities, for the children of Bramley. We would like raise funds to help with paying for children to learn to swim at Bramley Baths.</p> <p>*Vicky has displayed the poster.</p>

<p>- Kevin Ritchie proposed a 3 strike and penalty policy for those patients who continuously miss appointments.</p> <p>*The practice is currently looking into DNA rates and aims to look at possible management solutions with the partners.</p> <p>-Kevin also stated that he had attended a Local Care Partnership Meeting where there were lots of people from Pudsey and Farsley in attendance but not much support from Bramley.</p> <p>*Matt to discuss with Dr Gilmore and Claire Sheard.</p> <p>-Request for a notice to be displayed to state water is available from reception upon request.</p> <p>-Redesign of the eye screening room – Proposal to turn this into two more consulting rooms with separate waiting area to assist with congestion in waiting area 1.</p>
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