



Patient group meeting MINUTES Tues 16th July

Welcome & Introductions

- 7 patients present. Plus Camilla and Kay from SMP. Jess and Graham, researchers.

Update on Listening Practice Action Plan

- Website – has now been reviewed, the information presented in a more organised way, and updated with more information on the wellbeing services that we offer
- Newsletter – everyone read the final draft and approved. It will be sent this week.
- Staff photo board – we are behind with this but photos have been gathered to use
- Feedback sessions in waiting room – Patient G & K have done a first listening session in the waiting room. We reviewed the comments they gathered in our meeting. They have learned a lot that they will use in their next session eg how long to do the session for, and when. Next time they plan to ask about: the new TV service, the newsletter, and the Appointment Guide.
- “The Right Conversation” project – Camilla brought along the “Appointment Guide” which St Martins was involved in developing as part of the “The Right Conversation” project a few years ago. G asked if there was any evaluation from last time. The group agreed to have a month long focus on the Appointment Guide – and see if clinicians / patients felt it made a difference to how their consultation’s went.

Action: Camilla to find evaluation.

Action: Kay : to promote the Appointment Guide for a 4 week period, possibly Sept.

- Chapeltown carnival – long conversation around if this was the right thing to do. We agreed that it was, provided that we had the right pitch. Also we agreed to focus on a 4 hrs Monday afternoon slot 12-4, rather than overreach ourselves and try to cover the whole thing.

We also spoke about other places that we could listen to patients eg having a stall outside The Reg, and having a stall in CC Continental car park. Also we can learn about about Big Leeds Chat

Action : Kay / C / T / D to liaise re best pitch

Action: Kay : to finalise who is manning the stall

Action Kay: Big Leeds Chat on to next PRG meeting agenda

- TV films – C has been in touch with Leeds Beckett; T has been in touch with Notre Dame High – about getting student groups to make films.

Action: C and T to progress

- Staff training on consultation skills: this is planned for the autumn and will be delivered by Dr Gordon in-house. For future we could consider having real pts involved with this (as guinea-pigs).
- Ethnicity & pt experience – carried forward to next meeting
- Annual assembly– carried forward to next meeting
- Review of free text responses from survey– carried forward to next meeting

NHS APP

- Sarah McNally, Patient Support team, showed a film about the NHS app which is being rolled out in all Leeds practices this September. Sarah talked to us about the features of the app and asked for any feedback as to how we could implement it smoothly. Info will be put on the practice website and TV screens about the app. It has lots of features that are the same as S1 eg booking appts, ordering prescriptions m online records access, but also lots more eg advice same as 111, booking hospital appts (from November). Developed by NHS Digital, lots of money been spent on it and lots of patient involvement and feedback been incorporated. The development team are incorporating feedback and making the app better all the time.

Care Quality Commission (CQC) update

- Our last inspection 2015, next one due 2020. There is now an annual phone call to gather evidence that your rating may have slipped and then they may inspect early. SMP rating was “Good” last time. We had our annual phone call last week, and they found no evidence that our rating had slipped. This is good news for the practice.

Staffing update

- Advance Clinical Practitioner Sharon Gill has joined us. In August we will be joined by Dr Theaker. Dr Adams retires end of November, a patient event is being planned.
- Alex Davies has joined nurse team, and Sarah Blakely joins August. Healthcare Assistant (HCA) Mariyah is leaving in August. Grainne is moving into the nursing team (she is currently in Patient Support) and will start her HCA Apprenticeship.
- Patient Support team – currently short staffed, due to unplanned absence and one team member leaving at short notice. We have recruited 3 new staff who are starting now but it will take time to train them. We are also looking at using temporary agency staff (only for certain tasks where we know we can train them well enough). Messages will go on website and on the phone “comfort message” heard by all callers – as it is likely that we will take longer to answer calls.
- SMP practice development plan 2019-21, summary– carried forward to next meeting
- Any other business - none

Next meeting October 17th 1pm-2.30pm