

**Minutes**  
**Diamond Medical Group PPG Meeting**  
**25 June 2024 6pm**

- The Chair welcomed everyone to the meeting
- Agenda broadly followed but not in strict order

**1. Report from the Chair and follow-up from previous meeting (15 Feb 2024):**

Coffee mornings haven't taken place as yet but hopefully these can be arranged in the near future after the holiday period. Some of these could be used to help patients to navigate the PATCHS/NHS app.

Leaflets have been designed and posted in the surgeries to encourage recruitment of Members currently under-represented in the PPG.

The new email address for the PPG is now up and running and any correspondence related to the PPG from members or patients should be sent to: **[diamondmedicalgroup.ppg@outlook.com](mailto:diamondmedicalgroup.ppg@outlook.com)**

Requests were made on behalf of Healthwatch Leeds for participants to take part in a Website Evaluation Project. KB and PW have offered to complete this.

2. Members were unhappy about PATCHS showing it had reached capacity by 8.15am. PD and MG were unaware that this was happening and agreed this would be investigated as a matter of urgency.
3. Members asked for a link to SystmOnline on the website. This is currently available through the appointments link but a link on the homepage for patients wishing to request repeat prescriptions would be useful.
4. **Report from the Partners:**  
The PPG asked for a report covering a number of issues and many of these were discussed at the meeting. In addition to the discussions PD prepared and printed in depth notes and data which were available at the meeting and are also attached with these minutes.

We were told that the Diamond Medical Group has always been financially viable. The point of the recent merger is to ensure that sufficient resource remains available to those patients who need it.

The registered list size is 19,796 an increase of approx £8k patients since the merge: roughly split at 35% Rutland Lodge, 28% Oakwood, 24% Shadwell, 11% Carlton Gardens.

Appointment statistics are covered in greater depth in the attached notes.

100% Digital Sessions were evaluated and some members found these very helpful for setting up a PATCHS /NHS account, while others had envisaged a more detailed session with help actually using the software. DMG hope to plan more sessions as soon as possible at different times. The constraints for the surgery are the availability of staff to help. A key difference to the approach DMG used vs other practices was that practice staff were made available to assist. This incurred a significant shift away from day to day duties for staff. Further sessions will not be supported by 100% digital and it was suggested that PPG members who felt confident to assist other patients could become involved.

PPG members and patients have requested a noticeboard with photos/names of GPs and key staff. This has been agreed but some staff do not wish to have their photo publicised and it is their right to decline. It was discussed that this will be actioned later in August as there are some leavers and new starters over the summer period.

Future plans for a total triage system for the duration of 2024 are in place and can be seen in greater detail in the attached notes. DG explained that care navigation decisions will always be made by a triaging clinician - this will always be a GP. It will be their decision regarding how a patient will be managed. It is anticipated that GP Triageing will reduce the number of avoidable appointments by 21%.

The total triage GP model will also eventually be extended to the nursing team in an effort to make sure the patient is booked with the appropriate clinician, thus reducing time wasted due to inappropriately booked appointments. It was good to hear that there were very few DNA appointments.

DG said that the Partners had listened to patients' concerns and comments about being unable to book appointments in advance. Advance appointments will become available either through PATCHS or SystemOnline. It is anticipated that pre-booked appointments will allow PATCHS to be open for longer each day. This was welcomed by all PPG Members

A survey is planned to review impact of the changes.

In August, 3 New GPs will be joining the DMG. The Practice will hopefully then become locum free.

Members were concerned for vulnerable and elderly patients without the means of digital contact. These patients are currently being flagged up on the system and Walk-ins or landline telephone calls will be available where needed.

Meeting closed at 7.15pm  
Date of next meeting to be agreed.

