

**Minutes
Diamond Medical Group PPG Meeting
Rutland Lodge 14 November 2024 6pm**

The Chair welcomed everyone to the meeting

Agenda broadly followed but not in strict order

Points of Action from Previous Meeting:

MG reported that the 'telephone assistance' part of the Triage Hub was still very much a work in progress and not as many patients as anticipated were choosing to use this. However, the Triage Hub in general was working well and the window of appointments available to patients had doubled. DMG (4 surgeries) receive and deal with on average 200 - 300 patient requests daily. PD previously reported that since the triage system was introduced, it is generally around 1pm before capacity for that day is reached.

More patients appointments are now face to face rather than telephone consultations. The question was posed on what happens when capacity has been reached and patients contact the Practice. MG explained that patients telephoning or visiting will be signposted, according to the nature and urgency of the request.

Digital Training: The PPG has been asked for help from members who can offer support to patients who have difficulty getting started with or using the NHS APP and PATCHS. If we have enough members willing to become Digital Champions and able to give time to this; training will be provided by 100% Digital. So far, 6 members of the group have provisionally offered support and following training, we will aim to hold sessions at each of the 4 surgeries, similar to the sessions held earlier in the year.

Action Point: HS to follow this up with SLN and PD

RSV Vaccinations: Availability of Respiratory Syncytial Virus (RSV) Vaccinations was raised. These were available in September but not by the same notification to patients as the COVID and Flu vaccines.

Action Point: MG to look in to the reason for this and report back.

Appointments: - forward booking for non-urgent conditions. At the moment there is capacity to forward book non-urgent appointments but this can only be done via PATCHS. The patient needs to complete a PATCHS request, this will then be triaged and if deemed non-urgent the patient will then be sent a link to choose an appointment date.

Website: - A few patients have questioned the content of the website; in particular finding out which services are available to patients. This information is listed on the website but sometimes difficult to locate.

The PPG and DMG are still awaiting analysis of the Surgery website survey carried out by Healthwatch UK in June. The analysis will hopefully prove helpful in highlighting any changes needed.

Action Point: MG to discuss with PD and the website manager on some changes to the website.

Prescriptions: - Prescriptions can be ordered from Systmonline, NHS App and PATCHS. The preferred route is through the NHS APP. Some patients report that they are down to their last few doses of medication before they are permitted to re-order and the dates do not take into account delays. Potential delays can include: Intervening weekend leading to a delay in the Pharmacy receiving the prescription, also more frequently these days medication shortages require the

Pharmacy to order the drugs after receiving the prescription. MG told the group that a GP Pharmacist has been employed by DMG and will be looking at how to resolve the problem. PD informed us that the date permitted to re-order had already been changed from 4 to 7 days ahead.

Social Media: - A company (Redmoor) has been commissioned to manage Social Media on behalf of DMG. HS had looked for the posts and seen some generic postings of NHS initiatives but nothing specific to DMG. No other members of the group had seen postings. ND pointed out that Rutland Lodge used to have a Facebook page but had not been used in recent times. HS thinks that Social Media would be good for engaging with patients about new initiatives such as help with using the NHS/PATCHS apps, encouraging patients to complete feedback forms/surveys, letting them know about DMG news and signposting to the website for information.

Action Point - HS to speak to PD about contacting Redmoor

NAPP:- The subscription for the National Association of Patients Participation is going to double in the coming year from £40 to £80. I am not sure how many of you access the NAPP website (<https://napp.org.uk/>) (but I can find no explanation from NAPP to justify this exceptional increase in fees and there is a lot of talk on the NAPP Forums of PPGs not renewing their subscription. At a sub committee meeting for Shadwell Medical Centre this week members voted not to renew. We did not take a vote at the general meeting as many members were unable to attend. If we decide not to renew - the subscription fee could be used to fund other PPG events such as 'meet the patients coffee afternoons' or leaflet printing.

Action point: Could any members who feel strongly that the PPG should retain membership of NAPP please email your vote to

E:DiamondMedicalGroup.PPG@outlook.com by the 30 November 2024

Leeds Health & Care Partnership is launching a new feedback survey titled 'Experience of My GP Practice' and has asked for help from PPGs to help collect the feedback from patients. It was discussed that PPG members could attend surgeries and encourage patients to either complete the feedback forms online or to help patients to complete the forms at point of contact.

Action Point: HS to discuss with PD. HS to supply guidance for the feedback survey to all PPG Members

A.O.B - MG was asked how the recent Budget will impact DMG financially. MG told the group that the budget will mean an increase in N.I payments of around £35K p.a. but at present there was no plans for any cut backs in staff.

HS thanked everyone for attending. The meeting closed at 7.10pm.

Dates for 2025 meetings to be agreed and forwarded for your 2025 Diaries.