**Patient Participation Group Meeting - 22nd November 2018**

Present – PPG patient members, Dr David Kaushal, medical students, Elsa from the Patient Empowerment Project ( PEP), Nageena Hussein, Helen Clark.

**Introductions.**

Discussion on staffing changes at the surgery. Dr Chaudhry will be starting maternity leave at the end of the month. Dr Jones will be joining us. Dr Lazarus will be joining the practice. Dr Kamel has returned. Nurse Karen Taylor has joined us. Amanda Woodhead ANP has joined us. Dr McPeake has officially left the practice.

Practice had a CQC inspection and did really well. Dr Kaushal thanks all patients for their support.

After previous years success another McMillan coffee morning was held and raised money again for McMillan.

The practice has the **NHS survey results** and it is very positive. Dr Kaushal really appreciates the support from the patients.

All of the above comments are above local and national average -

56% of respondents usually get to see or speak to their preferred GP.

81% of respondents are satisfied with the type of appointment offered.

79% of respondents find it easy to get through to GP practice by telephone.

Dr Kaushal wants to look at what services we can improve on.

**Any comments from PPG members?**

* There are no nursing appointments out of working hours.
* There is no well woman clinic. (Dr Kaushal suggests the ANP or female GP can do this. Now added to rotas)
* One member was not aware of the McMillan coffee morning. This was on the website and posters were up. Practice will start informing patients sooner next year.

**Discussion with Elsa from PEP.**

Elsa explains PEP work with GPs to help with non-medical issues. They are a social prescribing organisation so help with issues like isolation, housing and financial problems. They offer short term support. After a short initial assessment of needs patients are advised a plan of action. PEP links in to other agencies and community groups and services. There is a debt worker assigned to the PEP team.

The idea is to get people addressing their own issues and not repeatedly attend the GP surgery. PEP empower patients to access the support and activities themselves where possible.

The PEP team are aware of where and when local groups are. There is a lack of services in the Morley area and they are pushing for more.

GPs can refer and patients can self-refer.

They offer Hub clinic appointments and home visits if needed.

They are trying to implement GP receptionists being a part of the screening. PEP is aware patients often offload on the reception team and could be triaged over to them.

**Questions from PPG members**

* *Do you link to home care?* PEP does try to. Can’t always guarantee some things such as support workers etc.
* *Can you help with being a carer?* Yes. PEP can advise on the support and services available to carers. Can also visit at home to do this.
* *Is this a link between the GPs and Social Services?* No, it is a like to anywhere. PEP will support patients to access whatever services they need. For example Social Services, Forward Leeds, IAPT, community groups, charities etc.
* *What area do you cover?* PEP is a city wide service.
* *Is this a new service?* No, PEP has been running for 3 years. There has been a low uptake so they are advertising and pushing the service more.
* *How is it financed?* Leeds City Council finance PEP.
* *What is the timeline from referral to accessing help?* PEP has a 2 week turnaround, but it can often be quicker. There is a short initial assessment and this can be at the Hub, patient’s home or even a room booked in GP Surgeries or community clinics.
* *Is this a permanent service?* PEP is up for tender in August but they are confident it will continue.
* *Is the PEP website on the leaflet?* Yes and patients can self-refer there too.
* *Is it a formal assessment?* It is very informal. Patients do receive a plan of action but there is no pressure to attend and they won’t check up on if they are attending / doing this.
* *Member wants to pass a leaflet on to a friend.* Reminded patients must refer themselves, can’t refer on someone’s behalf.

No other issues to discuss by either PPG members or the Practice.

Everyone thanked for attending.

Details of the next meeting will be sent out nearer the time- February 2019