

## **MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING AT ALLERTON ON**

**27<sup>TH</sup> JANUARY 2025**

### **Present**

Adeeba Malik(Chair),Dr Arlene Raw (GP Partner),Sharon Barraclough (Business Manager),David Harvey, Sylvia Fawbert-Harvey, Carol Thirkhill, John Samuel, Howard Turnpenny Patrick Gilligan, Dale Town, Wilma Nichol, Janet Wilkinson, Sandra Shallcross

### **Welcome and Apologies**

The Chair welcomed the Group. Apologies were received from Kathy Bairstow and Nicola Farrar

### **Update re the Chair of the Patient Participation Group**

Adeeba announced that John Stone had resigned as Joint Chair. Adeeba explained that since the merger of the Grange and Mayfield Practices they had chaired the meetings alternately. The implication of the resignation will be discussed at a later date.

Sharon Barraclough announced that she will be retiring in May and that discussions had taken place with the Partners about the role of her replacement and the needs of the Practice. The outcome was that the new appointment will be designated Practice Manager( Further details in the Staffing/Practice Update)

### **Matters Arising from the Minutes of the last Meeting on 11<sup>th</sup> July 2024**

David and Sylvia had given their apologies but they weren't recorded

Discussions took place about the role of Care Navigators(CNs) and how much their experience informed their decision making when taking calls from patients. Dr Raw explained that no decisions were clinical and that CNs were limited to directing patients to the most appropriate service or appointment eg pharmacist or physio therapist. Group members suggested that these could be described as clinical decisions. Comparisons were made between CNs and call centre handlers and NHS111.

A question was asked as to why it was difficult to retain CNs and whether exit interviews were carried out. Sharon said "yes" to exit interviews and gave reasons for leaving as retirement, maternity, career change and sometimes stress of dealing with the harassment from patients.

A question was also asked about how the competence of CNs was assessed and how often. Sharon will ask Nicola to provide this information.

The absence of a recent newsletter was discussed. Sharon explained this had been placed on the backburner due to other demands but would be available in the future, meanwhile updated Practice information was on the website.

A patient said than when she was offered appointments she was not told which clinician. Sharon/Dr Raw said this information could be given and that it was OK to ask.

Concerns were expressed about the difficulty accessing PATCHS for medical queries. Dr Raw explained that the number of permitted queries had been limited for safety reasons so that the

needs of patients could be met. If patients cannot access PATCHS and need advice they should ring the surgery.

### **Staffing and Practice Update**

Sabia Khaliq has been appointed as Practice Manager to replace Sharon and will take up post on 14<sup>th</sup> April. This will allow for a 5 weeks handover period before Sharon retires in May. Sabia currently works at the Kensington Practice and was recruited following a robust selection process.

Nicola Farrar's job title will change from Operations Manager to Assistant Practice Manager.

All GPs are part time but together they provide 43 sessions per week (1 session is a half day) Their names and which days/times they work are on the website. This was acknowledged as tremendous compared with a few years ago. The Practice also provides placements for 5<sup>th</sup> year medical students who see patients under supervision. Dr Raw said she takes every opportunity to encourage the students to consider General Practice after qualifying and gaining relevant experience.

Nurse Jessica Leighton has completed her Advanced Clinical Practitioner Training.

Practice Nurse Amna Malik was previously a district nurse and has now completed her training for monitoring long term conditions.

Recruiting nurses remains a problem for all Practices as staff are reluctant to leave secure jobs they have held for a while. There is an ongoing advert in place but numbers of nurses are satisfactory at the moment.

Recruitment and retention of administrative staff remains a problem but no different from other Practices due to the nature of the role and pay offered.

**Adeeba commented that it was refreshing to hear positive staffing issues—especially with GPs—and that massive progress had been made.**

A patient asked about the number of Hollyns patients. Sharon said this changes weekly but today it is 12888

### **Refurbishment of Allerton Update**

Sharon reported there had been no progress and this is a concern as the lease will be due for renewal in 2 years. The Practice has employed surveyors and a lawyer but the situation remains status quo. The building needs extensive repairs both externally and internally. Fixtures and fittings need replacing. Alternative buildings have been considered but not suitable, ideally we need a new building but no suitable land available locally.

A patient asked if there were the same problems at Clayton—told “no”. It has been reported that some elderly Clayton patients have complained there are no suitable chairs in the waiting room for patients with disabilities. Sharon will follow this up and an order will be placed for appropriate chairs.

### **Terms of Reference**

Comments were made from two patients that the PPG was not meeting it's aims and objectives, in particular communication with “hard to reach patients” Some are housebound and some do

not have mobile phones or internet access. Adeeba acknowledged that this was a problem but her discussions at Government level have confirmed that the NHS is moving towards increased use of technology. We must make sure that patients are not disadvantaged by this.

Apparently one of the Bingley Practices (not sure which one) has a good system for communicating with patients which is not costly. Sharon will liaise with staff she knows in Bingley to find out what they do.

Adeeba highlighted the positive work done by the PPG and as time at this meeting was running short she suggested the following:-

- PPG members are asked to read the current Terms of Reference and send comments to Sharon
- Sharon will discuss with Adeeba
- Adeeba will then convene a sub group to review and agree the new Terms.

#### **Any other Business**

There was limited time for this agenda item as we had to vacate the building but a comment was made that the recorded messages patients hear when they contact the Practice are outdated. Dr Raw and Sharon will review these

#### **Date and Time of Next Meeting**

To be confirmed but will be held at Allerton before Sharon retires. Hopefully Sabia will attend to be introduced and welcomed to the Group