

Rooley Lane Medical Centre

Patient Participation Group (PPG)

Thursday 16th January 2025, 2:30-3:30pm

Agenda

1. 2.30pm - Welcome and introductions
2. Staffing update - Clerical and Clinical
3. Update about blood results with the lab – message to send to everyone and on our website?
4. Sue (our retired nurse) planned diabetes talk event
5. Talk about the “Consultation on the 10 year health plan”
6. 3:30pm - Finish

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Minutes

Present: Dr D, Dr I, DW, TH, TC, CK, JN, PD,

1. 2.30pm Welcome and introductions

Everyone introduced themselves as we had new members in the group 😊

2. Staffing update - Clerical and Clinical

Clinical update:

Dr Isaacson our salaried GP is now becoming a GP partner with the practice. Dr Linday is also leaving us at the end of February and going back to her home town of Nottingham. We are unsure yet of what the plan is for recruitment to replace Dr Linday. It could be another GP or increasing the number of working days of our existing clinicians. Sue our Diabetic Nurse has retired, so we are not recruiting a new nurse but Xian our current HCA is training up to be a Nursing Associate. We are also recruiting a new HCA and another phlebotomist.

Clerical update:

Very sad news but Sonia our afternoon receptionist suddenly passed away in October. Another member of staff retired. So we have recruited 2 new receptionists, one has currently started and training with our office manager.

3. Update about blood results with the lab – message to send to everyone and/or on our website/board?

The leeds pathology labs where all our bloods go to get analysed and reported on decided in December to upgrade its internal systems. This has caused significant delays and problems in blood results coming back to us and being integrated into patients medical records. We decided it wasn't practice to send out a mass SMS message to everyone as we would be inundated with calls. So we said we can put a note on our website and our digital board, our nurses can mention this when taking bloods and check if a message is on our phones about it.

4. Sue (our retired nurse) planned diabetes talk event

The group agreed it was best that we send out "are you interested" message to all our diabetes patients to see who would be interested in coming to diabetes talk. DW and JD will type up a quick message and then review the numbers to see if it needs to be split into several events. Some of the group members wanted to attend this talk also.

5. Talk about the "Consultation on the 10 year health plan"

Dr D gave a quick talk regarding the NHS 10 year plan. This involves listening to feedback of patients with their thoughts and ideas of what they would like it to be and what should be different. The group gave some ideas which Dr D can publish on our behalf. As we didn't finish discussing the plan, Dr D will send out the remaining questions via email to DW and forward to the group, so Dr D can submit them all together as a practice.

Action points from this meeting:

Action point	Person responsible
Update website, digital board and phone message regarding bloods incident at the labs	DW
Send out feeler message to all diabetics about a diabetes talk	DW and Dr D
Send out remaining questions to the PPG and Dr D to submit	DW and Dr D

Date of next meeting:

Thursday 6th March 2025, 2:30-3:30pm