

Rooley Lane Medical Centre
Patient Participation Group (PPG)

Thursday 2nd May 2025, 2:30-3:30pm

Agenda

1. Introductions and welcoming new people
2. What would you like to work on over the next year?
 - a. Things you would like to see happen at Rooley that don't already happen,
 - b. Things you would like to change about Rooley,
 - c. Things you would like Rooley to help with to improve health in the community
3. Update on other activities
 - a. GPIIP
 - b. BEacon
4. AOB/date of next meeting

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Minutes

Present: Dr D, DW, TH, CK, JO, SO,

1. Introductions and welcoming new people

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

2. What would you like to work on over the next year?

JO and SO mentioned that they didn't really know what the role of a social prescriber is and how to book in with them. Likewise with the mental health nurse and physio. Therefore we will do some active promotion of these services in house. These are mentioned on the messages on the phone, but could be better posters in the waiting room and sms's sent out to everyone reminding them of this service?.

Also discussed was how online appointments work and why its better book your appointments this way instead of queuing on the phones at 8am. All you need is to sign up with systmonline or the nhs app and you can book GP face to face and telephone appointments from 8am each day for on the day.

JO mentioned if we can get statistics on hits on our website and what is the most common page clicked on. Do we need to make the Patient group section towards the top of the home page?.

3. Update on other activities

a. GPIP (General Practice Improvement Programme)

DW gave an update on what the practice did for this for the last 3 months under the GPIP programme. We focussed on:

Demand and capacity

We did an appointment demand and capacity audit for a few weeks and we were happy that our appointments satisfied our demand. However, it did point out that when a GP is off sick on a Monday and we cant get GP locum cover this massively impacts rest of the week. We are happy with our appointment structure and how to we utilise online appointment booking in with ringing up from 8am. We do not want to use Patches for appointments until we are forced too.

We also looked at other ways of increasing capacity without changing our appointment system and we are doing this through 2 ways:

- 1) Targeting our frequent attenders – our top 10 frequent attenders accounts for roughly 2.5 hours per week of used appointments. We are now using a multidisciplinary approach with other clinicians e.g social prescribers to try and tackle these.
- 2) Stricter did not attend policy. If you miss 3 GP and/or nursing team appointments you receive a warning letter. If you miss another appointment it goes to a GP partner meeting to discuss if you are removed from our practice. There are exceptions to this e.g being a vulnerable patient.

The aim being, tackling these two areas should give appointment capacity back.

Care Navigation

Reception are now using a new much improved care navigation template with upto date information for signposting. Also being integrated into this is a new symptom A-Z checker, urgent red flags too as well as our staff matrix to give consistent care navigation and make the staff more confident in doing care navigation.

Utilise more booking links:

We are now using SMS booking links so patients get a text message and can book in with any clinician except GPs, e.g. pharmacist for a med review, nurse LTC reviews, blood tests. So you can book at your own convenience. This will significantly free up the phone lines as the staff will not have to make as many outgoing calls.

A few of the members mentioned that they weren't aware it was a pharmacist employed through us and not the community pharmacy. We will edit the booking links sent out to patients for this so it is much clearer. DW will also contact the pharmacy team and ask them to introduce themselves much clearer about who they are.

b) Beacon event

Dr D discussed the Beacon Event happening in Bowling Park on the Saturday 24th May. It is a huge marquee tent that is going around all of Bradford promoting the city of culture. There will be lots of charities and voluntary sector organisations there promoting what they do, as well as bands and fun filled family activities. We think we may be the only practice wanting to be part of it. So from the discussions above we could be there to answer any non clinical questions they have about our services and how we can help patients.

Action points from this meeting:

Action point	Person responsible
Advertise more of our services in house (physio, social prescriber, mental health worker)	DW
Collect posters from the above to use at the Beacon event.	DW and Dr D
Edit the booking link message for med review booking links. Also ask the pharmacy team to be a lot clearer who they are when ringing patients.	DW
Acquire statistics (if we can) from website provider	DW

Date of next meeting:

Thursday 17th July 2:30-3:30pm