

**Rooley Lane Medical Centre**  
**Patient Participation Group (PPG)**  
***Thursday 15<sup>th</sup> January 2026, 2:30-3:30pm***

**Agenda**

- 1) AOB – Any issues to discuss
- 2) Continuity survey results
  - a. Overall results
  - b. Free text results
  - c. What changes should we consider?
- 3) Increasing uptake of childhood immunisations
- 4) Next meeting date

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**Minutes**

**Present: JO, TC, DW, Dr D**

**1) AOB – Any issues to discuss**

None

**2) Continuity survey results**

**a. Overall results**

The practice and the group were very happy with our results (See appendix 1). Around 2500 survey invites went to patients and we have had over 330 responses. The group discussed the results, and they show that only 11% of patients do not get to speak or see to their preferred Doctor. However it did highlight that 42% of patients did not know they can ask to see a doctor of their choice (if the GP is in and have appointments to book).

**b. Free text results**

Dr D had structured the free text results into different headings (see appendix 2). There were lots of great feedback regarding us as a practice, offering good continuity of care but also some areas to improve on.

**c. What changes should we consider?**

Upon looking at the freetext we thought we could do a You said, we did, did you know section. This info can be placed as slides onto our digiboard as well as on our website. Examples of this include: "It would be great to see doctors working schedules on the website for daily availability". DW also plans to make a working timetable for all the Doctors on our website, along with clear text underneath saying:

"If you are unsure of the GP you last saw, please scroll down to view profiles of the GPs. You can see any Doctor about any condition, but you can also request to see a certain Doctor if they are in on the day using the table above and have appointment availability with that Doctor. Also please note if you book online and the appointment is there with your preferred Doctor, you can book that appointment straight away."

We will also reiterate to staff about telling patients that they can request to see any GP they want as they are booking the appointment.

We also suggested about putting a link to the staff timetable on our website on the GP booking links that we send out to patients. As well as putting this link on the systmonline appointment booking menus.

The group decided that it would be a good idea to reaudit this in 12 months.

### 3) Increasing uptake of childhood immunisations

We have received some funding from NHS England for a project until the end of March called “Targeted intervention to support improvement in 0-5 years vaccinations”. Our aim is to increase our vaccine uptake as well as engage with parents who have fully declined or partially declined all baby immunisations. Out of the 81 children we have 46 with full vaccination declines and 36 with partial declines. Lot of information have already been sent out to the parents with links to our website: <https://rooleylanemedicalcentre.co.uk/baby-and-child-immunisations>

If parents want to speak to the nurse about any immunisations, then they can click on a booking link appointment sms any day during the week. If they just want their child to have the immunisations, then they can again click on another booking link to book into a vaccine drop in session. The nurses will also be contacting these parents every day to follow up parents who haven’t engaged with the booking links.

Dr Swinney is also going to local community groups and engaging with local schools to promote vaccinations and again to talk about any concerns.

Any new mothers will also be sent out information and pointed to our website to encourage and promote childhood vaccinations. We aim to reduce the number of declined vaccine uptake by 1% each month.

#### Action points:

| Action                                                                                                             | Responsibility | Date to be done by |
|--------------------------------------------------------------------------------------------------------------------|----------------|--------------------|
| Create a You said, we did, did you know on our website and digital board using comment snippets from the feedback. | DW             | 22/1/26            |
| Create a GP timetable of our GPs on our website                                                                    | DW             | 22/1/26            |
| Add in the link to the GP timetable above in our booking links                                                     | DW             | 22/1/26            |

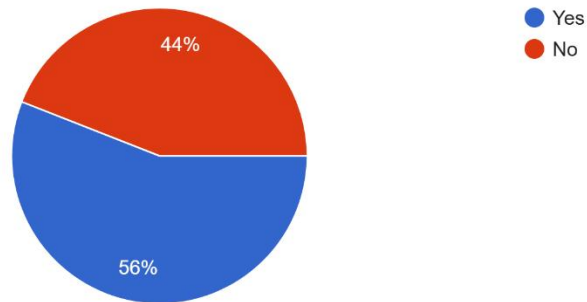
### 4) Next meeting date

Thursday 12<sup>th</sup> March 2:30-3:30pm

## Appendix 1

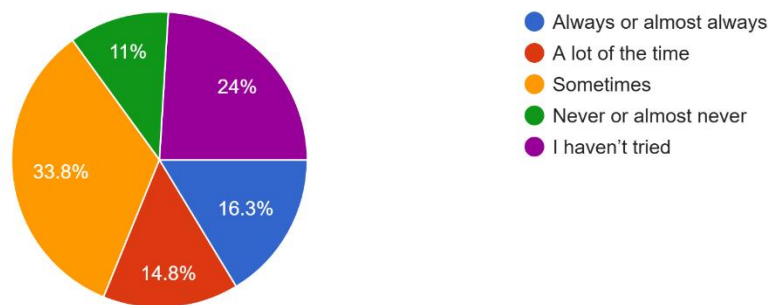
Do you have a Doctor you prefer to see?

336 responses



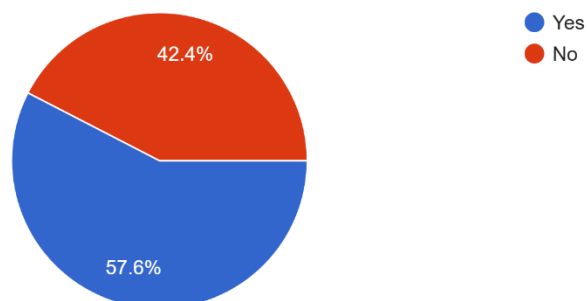
How often do you get to see or speak to your preferred Doctor?

337 responses

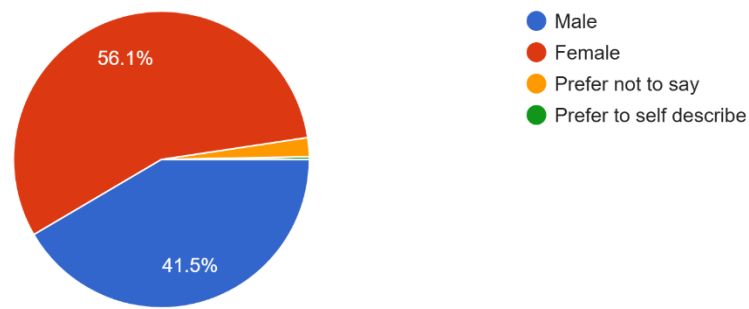


Were you aware that you can ask to see a doctor of your choice, if they work on that day and have appointments?

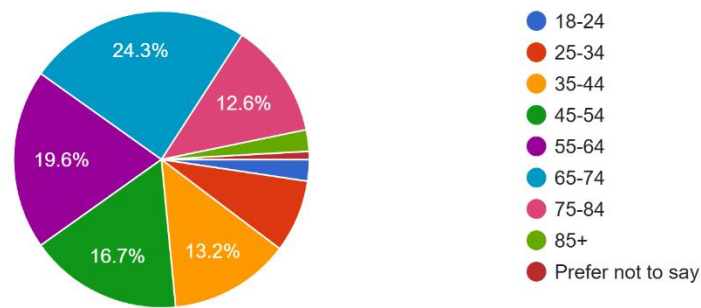
337 responses



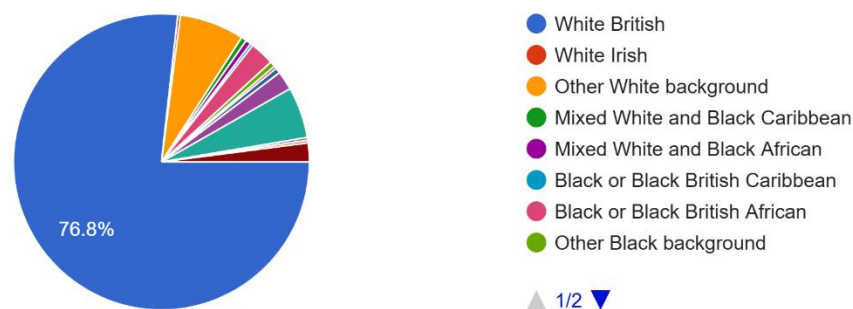
Are you?  
337 responses



What age are you?  
341 responses

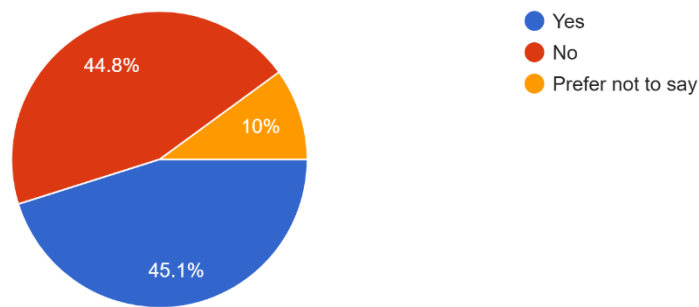


Which of the following best describes your ethnic background?  
340 responses



Do you consider yourself to have a physical or mental health condition or disability?

339 responses



## Appendix 2

### Rooley Lane continuity survey free text results

#### Generic nice feedback

|                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Always above and beyond                                                                                                                                                                                                                                                                                                                                 |
| Always bend over backwards to help rate very highly very friend                                                                                                                                                                                                                                                                                         |
| Could not be better.excellent service helpful staff.                                                                                                                                                                                                                                                                                                    |
| Great dr today, very kind and helpful                                                                                                                                                                                                                                                                                                                   |
| I have no complaints regarding my drs surgery. Its so easy to make appointments, the reception staff are always friendly & professional. The doctors give excellent care. [...] everytime i need to see my GP, I always get an appointment. I have never not been able to get an appointment here. This is by far the best doctors surgery in Bradford. |
| Dr malik always put you at ease and makes the time and effort to listen. A credit to your medical centre                                                                                                                                                                                                                                                |
| Dr Butt , listens to your issues carefully and goes out of his way to improve health. That said , I have no issues with other GP's , everyone I've had an appointment with have been really good.                                                                                                                                                       |
| Really happy with the service I receive from the surgery                                                                                                                                                                                                                                                                                                |
| Receptionist is really helpful and gives appointment to doctor of choice when available                                                                                                                                                                                                                                                                 |
| Rooley Lane Medical Centre are amazing                                                                                                                                                                                                                                                                                                                  |
| Rooley Lane Medical Centre are brilliant and I have no complaints.They are a credit to the NHS,due to the doctors and all there staff.                                                                                                                                                                                                                  |
| Rooley Lane Medical centre Bradford, Is one the best GP in uk, The keep their standard, taking care of their patients, communicating as well.                                                                                                                                                                                                           |
| Usually able to speak to a doctor and they are all good                                                                                                                                                                                                                                                                                                 |

#### Happy to see any doctor

|                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| As long as I see a doctor that's fine.                                                                                                                                                                                                                    |
| Happy to see any doctor                                                                                                                                                                                                                                   |
| I have allways seen a doctor as soon as theres one available I dont mind if its a differant doctor my doctor is doctor Manby I now how busy you all are and you allways do your best 110% I. am happy to see any doctor thank you for a 1st class service |
| I have no problem with seeing any doctor I always find that helpful and they try to put me at ease when I go in to see them I also find the rest of the staff very helpful and friendly                                                                   |

#### Specific things about continuity

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A doctor of choice will provide continuity of care, build relationships of trust and will speed up appointment times as they will get to know their patients' circumstances and history.                                                                                                                                                                                                                                                                                                         |
| Always get seen which is a massive help and really appreciate I don't go unnoticed , mr malik moeed has dealt with me since I first made my appointment and I feel he is more aware of the problems I'm having atm                                                                                                                                                                                                                                                                               |
| I always get an appointment but it is generally a locum doctor and never the same one.                                                                                                                                                                                                                                                                                                                                                                                                           |
| Because I can book online I can chose to see the doctor I want                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Even if you ask to see your own nominated doctor it's refused as they are full even ringing early in morning at 8 o'clock                                                                                                                                                                                                                                                                                                                                                                        |
| I always ring 30 seconds before the switchboard opens but I'm never even in the first 5 callers! I've tried to get an appointment online too but still unable to see who I prefer!                                                                                                                                                                                                                                                                                                               |
| I always try to see the same doctor, if this isn't possible I see another and I've had no problem                                                                                                                                                                                                                                                                                                                                                                                                |
| I have almost always managed to see Dr right whenever I needed it and I'm very grateful for that                                                                                                                                                                                                                                                                                                                                                                                                 |
| I have never had a problem getting to see the doctor of my choice                                                                                                                                                                                                                                                                                                                                                                                                                                |
| I have seen several doctors and had excellent experience the vast majority of the time. I don't have a preferred doctor but it would be useful to see the same doctor for continuity regarding the same issue ( currently had issues starting statins and would like some continuity with this issue when making next appointment. However it is not clear how to go about this or if it can be done online, apart from going online at 8 am and hoping you can find appt with the right doctor! |
| I just find it easier to talk to that doctor                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| I like to speak to him he listen I am not happy to talk to people about my private life just him                                                                                                                                                                                                                                                                                                                                                                                                 |
| I nearly always get a appointment with the doctor of my choice having said that when I am not well I will see any doctor all the doctors are very good so no problem at Rooley lane                                                                                                                                                                                                                                                                                                              |
| If and when I need appointment I take what is available                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| If I manage to see my favourite dr. I can tell them more.. But I will see any dr I don't mind... But you have to go through more & that wastes time... I will see any dr at rooley lane... All excellent dr,s .....                                                                                                                                                                                                                                                                              |
| In the time I have been at Rooley lane doctors I have never see same doctor it always seems to be a different doctor but having said that I am very pleased with the care I have been given by which ever doctor I have seen thank you                                                                                                                                                                                                                                                           |
| Not at this moment, but i will try to book a preferred g.p in future.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Receptionist is really helpful and gives appointment to doctor of choice when available                                                                                                                                                                                                                                                                                                                                                                                                          |
| See the same doctors instead off different ones as it can been very confusing example. A had my blood pressure done one nurse said was very hi went back and a other nurse said it was fine. So wasn't very happy and scared me .                                                                                                                                                                                                                                                                |
| The only time I get to speak to my preferred doctor is by the patches app and this is only by text messages he sends me with no reply                                                                                                                                                                                                                                                                                                                                                            |

|                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------|
| When i book an appointment on systm one my preferred dr is often not on there & the appointments are a limited option |
| Your preferd doctor my not always be available to see you due to being very busy.                                     |

### Ways to improve continuity

|                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advise when the Dr I want to speak to us working                                                                                                                                                                   |
| Didn't know I could choose a certain doctor                                                                                                                                                                        |
| It would be great to see doctors working schedules on the website for daily availability.                                                                                                                          |
| It would be nice to be allocated a doctor as I don't really know anyone there well..with this added to my onscreen details for the receptionist to make it easier to book with them. Hope I've been of use. Thanks |
| Ring at 8 in the morning and you have a good chance of seeing who you want or speaking to them                                                                                                                     |
| Maybe you could let the doctor book a next appointment before you leave the surgery? The doctors say come back and see me in 2 weeks but it's almost impossible to do that!                                        |

### Other issues

|                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Don't like the fact that you have to start ringing at 8am to finally get through to be told all apps have been filled so have start all over again the next day to be told the same can take up to three or days to finally get an app stressful                     |
| Dłuższy czas wizyty (longer visit time)                                                                                                                                                                                                                              |
| I always book online so don't have to discuss reasons with receptionist                                                                                                                                                                                              |
| I book online, but the appointments just go within minutes and if you ring in you could be on call for along time before you get answered                                                                                                                            |
| I can not longer get into my National health app and nobody including Rooley lane staff can help                                                                                                                                                                     |
| I have tried to make appointments in the past,with any doctor but I've always had to wait in a phone queue which is normally quite a lengthy process sometimes I just give up and try later thats if I don't have time eg other appointments eg hospital,dentist etc |
| I work away and can only be seen Mondays Fridays but I can't book forward only on the day at 8am, this is no good as all appointments go so I can't get in to see anyone                                                                                             |
| I'm just glad I can use a computer to make an appointment                                                                                                                                                                                                            |
| I've had doctors ring for a very short time not giving enough time to answer for phone conceltations                                                                                                                                                                 |
| It would be great if you could ring at any time and not waiting in a queue to get an answer                                                                                                                                                                          |

|                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Its just getting up in a morning to get tother surgery to make an appointment. Im suffering from metal illness and have bad nights.but using the phone in a morning is a nightmare to get an appointment. It makes my depression worse.                                                                 |
| Length of initial announcement                                                                                                                                                                                                                                                                          |
| Longer opening times and maybe open on a weekend                                                                                                                                                                                                                                                        |
| Looking at health history on a whole to get a better overall picture instead of just 1 set of results. Or what you may see as satisfactory or borderline even the person is symptomatic.                                                                                                                |
| More flexibility with the time of the appointment. You can't book an appointment in the future and you always feel you are taking an urgent appointment when you could wait two or three days. It is too black and white.<br>Can never book an appointment on line.                                     |
| More privacy                                                                                                                                                                                                                                                                                            |
| Never on the day only telephone consultations appointments available booked on the day slots ???                                                                                                                                                                                                        |
| Personally i have no problem booking appointments because I log online at precisely 8am. However I am concerned more vulnerable people, who don't have online access, have zero chance of getting a same day appointment, if they have to call the surgery.                                             |
| There are too few available online                                                                                                                                                                                                                                                                      |
| Trying to book appointments online via NHS app is hard as others can book the same appointment if they're faster than you                                                                                                                                                                               |
| When you phone on the dot when the lines are open im nearly always number 10/ 20 in the queue so i hang up and dont try unless requested                                                                                                                                                                |
| Yes I did likee seeing Dr Linday but she's now left is there anymore nice lady doctors ? Because the last doctor I saw was incompetent & had no empathy                                                                                                                                                 |
| You can't speak dr because instead of your dr receptionist ask you so many personal questions for appointment some time you just don't want to answer them but for appointment you have to answer if you have your doctor then you don't need to share your medical information to get the right doctor |