

Leatside Patient Group (LPG) – General Meeting

(Draft)

MINUTES	TUESDAY, 27 TH FEBRUARY	6.00 PM	AT LEATSIDE SURGERY
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TYPE OF MEETING	General Meeting
NOTE TAKER	Sally Smeaton (SS)
ATTENDEES	Martin Randall (MR, Chair), Jinty Balch (JB), Sue Barry-Campbell (SB-C), John Crellin (JC), Jill Davies (JD), Mary Harris (MH), Sally Lougher (SL), Mike Mintrum (MM), Katie Porkess (KP), Keith Steptoe (KS), Louis Victory (LV), Carol Zollo (CZ)
APOLOGIES	Fiona Green (FG)

DECLARATIONS OF INTEREST	None
PREVIOUS MINUTES	Minutes of previous meeting held on 21 st November 2023 were approved.

<p>1. INTRODUCTION, MEETING FORMALITIES, CHAIR'S UPDATE AND MATTERS ARISING</p>	<ul style="list-style-type: none"> • MR welcomed everyone • He opened the meeting with an update on the Boots situation. He had received a massive response from patients to his request for anecdotes of difficulties as a result of the closure of the pharmacy and for supporting a new pharmacy. An application has submitted with a few of the responses from patients along with support from the Primary Care Team, Anthony Mangnall, Sarah Wollaston and the surgery. There is now a 90-day mandatory consultation period, and it is hoped that a new pharmacy may be in the building by the autumn. The group will be kept updated. • MR advised the group of the amount of sickness in the nursing team that had unfortunately, resulted in appointments having to be cancelled. The surgery is hopeful this will settle down shortly. • MR informed the group of the recruitment of new reception staff and how this has had a positive effect on telephone calls and tasks etc. • Some of those present voiced their concern at seeing some bad reviews about Leatside online, and wished to express that in their 	<p>MR</p>
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	<p>experience the staff at reception were delightful and very helpful. This message would be fed back to the reception team leader.</p> <ul style="list-style-type: none"> • MR explained the surgery will be changing the telephone system and all the benefits this will include call back for the patient. • MR added that other steps were being taken to improve the surgeries service e.g. Health Navigation training and how to combat persistent DNAs. 	SS
2. WORKING GROUP	<p>Terms of Reference (ToRs)</p> <ul style="list-style-type: none"> • The TORs had been circulated earlier and also distributed at the meeting. • Concerns were raised regarding communications (not everyone has been receiving emails due to a problem with the distribution list). MR and SS would form a new distribution list. • MM pointed out that whereas all Leatside patients were eligible to be members of the LPG, running a working group with such large numbers would be impractical. There was a need for a smaller committee, perhaps no more than 10 people. • MM went through the draft of the TORs • Issues discussed: <ul style="list-style-type: none"> – what the aims of the group were and if there should be objectives – how to encourage younger people to join – what work that the group would undertake. The meeting agreed that the best course would be to help the surgery with specific projects e.g. helping patients to learn how to access the Leatside website and use its facilities • MR felt it would be good if the working group to get involved with small amounts of advertising • It would also be helpful if the working group members acted as representatives for both patients and the surgery as ‘the bit in between’ to allow a ‘two-way street’ to develop. • There was a discussion regarding the need for a new Chair and a Deputy Chair which 	MR & SS

	<p>would bring back a sense of direction and therefore more constructive.</p> <ul style="list-style-type: none"> ➤ Appointment of Chair – Mike Mintrum was elected unanimously ➤ Appointment of Vice Chair – Katie Porkess was elected unanimously • The group agreed it would be a good idea for them to meet reasonable quickly to agree on the TORs and elect committee members. 	All
3. AOB	None	
4. DoNM	6 pm Tuesday, 28 th April at Leatside	All

Summary of Open Action items including this month	Person responsible	Deadline
Actions carried forward from previous meetings	NA	NA
The group will be kept updated	MR	
MR and SS would form a new distribution list.	MR & SS	ASAP
Agree ToRs and elect committee members	All	9 th April 2024

Dates of Next Working Group/Committee Meeting:

Tuesday 9th April 2024

Future 2024 General Meetings:

Tuesday 28th May

Tuesday 10th Sep

Tuesday 26th Nov