PPG MEETING – 12.02.2020

Attended: Dr David Kaushal. Nageena Hussain. Amber Hopkins Wellbeing Co-ordinator from Linking Leeds. Carole Deighton, Diane Taylor, Deanna Drake, Eric Drake, Pauline Greenwood, Mick Greenwood, Linda Osborne.

Apologies: Practice Manager Mell Aveyard

Practice Reps: None

Minuted by: Nageena

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| ITEM |  | ACTION |
| 1 | Amber Hopkins wellbeing co-ordinator from Linking Leeds spoke to us and did a presentation about a new service which is available to patients. The service is about helping patients if they are socially isolated or looking to find groups within the community, if they’re experiencing housing issues, if they would like to find work or education, if they’re experiencing financial issues, if they’re ready to be empowered to make a change to their own life and if they would you like to be linked to services which can improve their social, emotional and mental wellbeing. Patients can access this service if they are over the age of 16 and are registered with a GP in Leeds, Linking Leeds can enable and empower patient’s to make a change. A wellbeing coordinator will support you to explore the different areas of your life and create an action plan. Once patient goals are set, we can link patients to other professional organisations, community groups and one to one services/activities to help them achieve their goals working with them for up to 12 weeks. If patients think they would benefit from this service or have any questions, they can introduce themselves to the service by calling **0113 336 7612**. Also a GP or other healthcare professional can introduce patients to this service through calling 0113 336 7612 or by completing an online introduction form <https://www.commlinks.co.uk/?service=linking-leeds>  | Patients were not sure if this service would help them but now they had this information they could see if service could help anyone they know. I explained we needed to make patients aware of this service and the PPG was a good time to do this. |
| 2 | Patients would like an agenda sent to them before the PPG meeting and would like the minutes sent to them too.  | Outcome of the PPG and what is discussed is put on the practice website as all patients can view.  |
| 3 | Test result texts, patients have received more than one result regarding their recent blood tests.  | This is because each test done generates a result for that test.  |
| 4 | Patients want to know if they can have on-line access to their results. | They can register for online access to their electronic medical notes, patients can book apps, order prescriptions and can also see their results. This will allow patients to see which result has come back. Clinicians will contact patients and we have telephone call backs everyday, so they can speak to a GP on the same day or the next available appointment.  |
| 5 | Patients did compliment the receptionists, said they are lovely and really listen and help them. Also happy with the surgery and said they receive a really good service.  |  |