Minutes of Lepton and Kirkheaton Surgeries Patient Participation Group

Date 11th January 2023

Time 3.30

Venue

Lepton Methodist Church Hall

Present

Dr Mani, Anna Roberts David Robb, Jayne Healey, Bill Stacey, Vic Edwards, Gill Briggs, Pauline Bunch, Stephen Bartholomew, Frank Lane, Marcus Beaumont, Marjorie Beaumont, Anthony Byram, Mary McCormack, Rita Nicholls, Maggie Lowe, Hazel Powell, John Gledhill, Joanne Whiteley, Gordon Davies, Jennifer Spencer, Barbara Green, Julie Rudd, Lesley Arragon, Jean-Claude Arragon, Sylvia Thomas, Kevin Heap, Adam Bell

Apologies

Jill Robson, Peter Clay, Debs Taylor, Mandy Marion, Ken Fowler, Janet Watson, Delia Haywood, Roger Milthrop, Susan Gilbert

Introduction

A warm welcome was extended to both our regular and new attendees expressing our delight at the numbers attending and having our first face to face meeting since lockdown. The new attendees were given a brief account of what the PPG does and its relationship with the surgery.

The surgery gave an update regarding staffing levels. Two new receptionists had been appointed as replacements for retirees. The surgery is still trying to recruit a permanent GP which has proved difficult for some time. A long-term Locum is in place, so the surgery is working to full capacity.

Use is being made of the PCN services which will reduce waiting times and patients will not have to travel to the hospital. These services include Physiotherapist, Pharmacists and Mental Health although a Mental Health Worker is in the process of being recruited.

The surgery would like to encourage more patients to give their feedback via the website. The website also covers a wide range of other information.

The most asked about question received prior to the meeting was regarding appointments. Patients are concerned about the number of appointments available when ringing the surgeries from 8.30 onwards. Dr Mani explained that there are only a certain number of appointments available per day per surgery. This varies day to day. Most patients would also like to go back to pre-covid times when appointments could be made online, and this will be investigated by the practice. Appointments can still be made for weeks in advance, but they can only be made through ringing or visiting the surgeries. There is also a problem with patients who are deaf trying to make a telephone appointment when they cannot make out what is being said to them. Again, the practice is going to investigate this to see what can be done.

A situation still exists at the Kirkheaton pharmacy where the surgery prescribes certain medication which are out of stock or unavailable. The pharmacist has said that they have informed the surgery numerous times, but the same medication is still being prescribed. Dr Mani said he would discuss this with the pharmacist.

Dr Mani also wished to remind us that e consultation was available via the website, and they endeavour to call back before the end of the next day or sooner. This method allows the doctors to possibly direct you in another direction e.g., consulting the in-house pharmacist.

it was stated that since covid and the method of making appointments DNA’s had been virtually reduced to zero.

Next Meeting

No date for our next meeting was arranged which will be in about 4 months’ time.