

# Patient Participation Group (PPG) Meeting

Minutes of Meeting held Thursday 19<sup>th</sup> March 2026

6.30 pm – Charles Street Waiting Room

## Chevin Medical Practice

Nicola Lawton - Practice Manager

Vicky Brady - Patient Services Manager

Holly Archer – Practice Support Associate

## Patient Participation Group

6 members attended

### 1. Apologies, Welcome and Introductions

- i) All were welcomed to the meeting, and introductions were made.
- ii) Apologies received from Julie Deacon - Operations & Compliance Co-ordinator

### 2. Practice Update

- i) Dr Gogna & Dr Claire Shaw have both retired from Chevin Medical Practice. Dr Gogna eye complaint has resolved.  
Dr Trevor Milligan has joined the Surgery  
Registrars Dr Nicole Freeman and Dr Ishmah Aslam have completed their placement at CMP and moved to new placements in their training journey  
As a Training Practice we have 3 new Registrar GP's – Dr Darshan Patel, Dr Mabel Amponsah and Dr Mohammad Ali.  
Dr James Burnett is joining CMP from West Lodge Surgery, Farsley. He has a special interest in Minor Ops/ENT and training in Dermatology.  
Dr Rosalind Smith & Dr Joanna Tymms are due to take maternity leave in April.  
Sarah France (ANP) and Romy McGuigan (ANP) are both on maternity leave after both welcoming baby boys recently.

ii) Surgery Opening Hours – from 2<sup>nd</sup> January 2026 the Surgery opening hours changed. Bridge Street opening hours have changed to 8.30am to 6.30pm. From 6pm – 6.30pm. There are no clinicians at Bridge Street, it is ONLY for routine appointments and admin.

iii) Access to funding update to premises. Increase number of Consulting Rooms and reduce Waiting Areas.

BRAMHOPE – 2 Consulting Rooms. Dental Premises claimed back at Bramhope and building works implemented to upgrade the premises for Community Clinic.

BRIDGE STREET – 1 Consulting Room, works completed by end of April.

CHARLES STREET – Back of House works – Conservatory – new flat roof and construction of new multi-use room for both patients and colleagues – Quiet Room for patients and/or Triage Hub.

iv) eConsult auto closes at 5pm, remaining open for longer. There are 2 options for eConsult Clinical and Admin. Full Triage Model – routine/clinically urgent. Admin eConsult will always be open. Mondays are busy with eConsult, may need to pause/close for safety reasons. Where pause/closure is required, patients will be signposted to contact 111 where we cannot facilitate.

v) COVID clinics – GP/Nurse/Practitioner have consent. Healthcare Assistants have no consent. Nurse Lead clinics will be held during the week only. Government directive to have a registered Clinician to protect Surgery. Patients with mobile phones will be sent a link to access Government & NHS Websites for info on COVID. Patients who are eligible for COVID vaccinations are – Immunosuppressed, Pregnant and 65+. Chevin Medical Practice have the highest take up rate in Leeds for COVID & Flu. Local Pharmacies can also offer COVID vaccine

### 3. Patient Questions

**SystemOnline** -a patient's viewpoint – Chevin has a good website in comparison to others. Previous IT discussion to produce a patient leaflet – this was deemed not to be cost effective.

Since Chevin Medical Practice is following national guidance which suggests practices should simplify patient messaging by directing patients primarily to the NHS App. We do not actively promote or support SystemOnline.

The NHS App functionality is fully enabled (appointments, prescriptions, records access).

Our online services webpage and patient communications are updated to reflect the NHS App as the default route.

We keep a fallback option for patients unable to use digital routes (telephone/in-person), which is required.

**GetUBetter App** – feedback from member of the group felt that this app was not fit for purpose. MSK appointments are an initial telephone triage appointment, followed by if required an in person appt or specific exercises for the patient to undertake, with a follow up consultation scheduled/agreed.

Experience of using the app was that the outcome once the patient had worked through the screens was not a suitable solution. It was agreed that this would be example would be feedback to Leeds GP Confed.

Response from Leeds GP Confed '***I apologise for their experience and can hopefully assure yourself and your patients that our clinical team are currently conducting improvement work across the Living with Pain pathway. These should be complete after Easter and will confirm once the changes are made'***

**Patient Greeting** – it was discussed at the meeting how pleasant and kind the Reception Team are. There are occasions where patients can be addressed as 'sweetie' or 'darling' and this was deemed to be disrespectful and belittling, feel like they are being spoken to as a child. Feedback from Vicky & Holly highlighted this was the personality of some of the Reception Team and we would monitor/address this moving forward.

**Date of Next Meeting** - TBC