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H A W T H O R N

S U R G E R Y

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MINUTES FROM THE HAWTHORN SURGERY PATIENT GROUP MEETING HELD ON  
FRIDAY 23.5.25 AT 11.30AM AT HAWTHORN SURGERY, WORTLEY BECK HEALTH  
CENTRE, RING ROAD, LEEDS LS12 5SG

## PRESENT

Amanda Nelson	Practice Manager, Hawthorn Surgery (AN)
Dr Stonelake	GP, Hawthorn Surgery (AVS)
Emma Clark	Reception Manager, Hawthorn Surgery (EC)
GG	Patient, Hawthorn Surgery
VR	Patient, Hawthorn Surgery
SH	Patient, Hawthorn Surgery
MH	Patient, Hawthorn Surgery

## APOLOGIES

MA	Patient, Hawthorn Surgery
HB	Patient, Hawthorn Surgery

1. Welcome and introductions
2. Previous Minutes and Matters Arising

Discussion around New Wortley Community Centre & other Wellbeing services available including Armley Helping Hands  
AVS – mentioned regarding “Getaway Girls” a service for vulnerable girls/women aged 11-25 looking into further information. This is something that is provided in the Seacroft area & Family hub which is based in Armley.

**Further Action; EC to find more information of this and ensure we share with patients**

Patient Feedback Box: We have a Suggestion Box in the waiting area, but it is not promoted very well.

**Further Action - AN to check if she still has key for this.**

3. Staffing update

AN - Informed everyone about the new doctor (name to be confirmed) who has been employed via our PCN and who will be working at Hawthorn Surgery each Tuesday.

AN – Confirmed Dr Baddams (previous GP Trainee) is currently working at the surgery as a Salaried GP covering Dr Brown’s Maternity Leave.

Recruitment of additional reception staff is currently underway.

New GP Trainees start their placements at the Practice in August 2025.

#### 4. Any Other Business

##### **Opening Hours**

The Group were reminded about the changes in opening times due to start from 1<sup>st</sup> July 2025. The Practice will open at 8am instead of 7.30am. Staff are still going to be here at 7am as they did not wish to change their starting hours and they are safe. During annual leave periods there will be no need to cover from 7am (currently this leads to gaps in staff cover later in the day), so this is a positive step.

SH – Is there still going to be access to this floor?

AN – Yes patients can still come up to this floor to put prescriptions in the box etc but the shutters will not be going up until 8am.

VR – Are the phones opening at 8am or 7:30?

AN – The phone lines will be opening at 8am and we have arranged for there to be more reception staff on duty from 8am. We are also currently recruiting additional reception staff.

MH – Are the appointment times changing?

AVS – No the appointments are staying the same time.

EC – We have a good control over the appointments because it is something we monitor closely and the earlier appointments will get used in advance.

SH – Will patients be able to book appointments online?

AN - No, we stopped this because we had many incorrect appointments being booked in i.e Male patients booking into the antenatal clinics etc

AVS – It was inappropriate and wasteful - we had people booking appointments and then not attending. They had booked through middle of the night then did not attend. Online bookings raises a lot of issues.

##### **Friends & Family Feedback**

GG – Positive feedback is always valuable. It does not get given enough. It is much easier to give negative feedback.

VR – I agree with the feedback “How can we improve at Hawthorn Surgery “ - Not having to explain the reason for asking for an appointment to the receptionist. Especially if you are at the window in earshot of other patients”. What can be done about this?

EC – We do have ‘Privacy Slips’ This is something we give patients to fill in should they not wish to disclose verbally.

MH – Suggested putting a notice up about the availability of Privacy Slips in the waiting area.

AN – Patients can ask for a private word as well and be taken to a separate room where confidential conversations can take place.

**Further Action – To Make a poster about Care Nav & Privacy Slips (EC)**

##### **DNA appointments**

VR – Asked whether any action is taken with repeat DNA's

AN - Yes a letter is sent to patients who repeatedly do not keep their appointments.

AVS - We review them and when where there is a potential risk/safeguarding etc we contact the patients. Sometimes when the GP brings patients back in, if the patient does not see it as a priority then they will not attend. This is particularly the case with blood tests. This is why having the walk-in clinics at Armley is so useful because patients find them convenient.

### **List Size**

AN – Reported that the list size had again increased slightly from the previous meeting.

AVS – Felt it had stabilised now.

MH – Asked whether there is a limit to how many patients a practice can have and whether the list size affects funding.

AVS – Confirmed the number of patients on a list is up to the individual GP and that primary care funding is directly affected by the list size.

### **Freemans Pharmacy Delivery Charges**

SH – Had brought delivery charges up really because of the worries it gave the residents at Hawthorn Mill. A lot of people are unable to get about and do not have family who can go to the Pharmacy for them.

EC – The Practice has had a lot of backlash regarding this and all we can say is as far as we are aware there are no other chemists that charge at the moment - whether they will in the future we don't know.

VR – Asked about patients with a Dossett box, and whether they still get charged?

EC – Yes it's every delivery regardless, even those that are one off urgently needed medications etc.

SH – Had found the pharmacy had not been helpful regarding out of stock medications and she had been left to look around for her important medication at other pharmacies.

GG – Reported a good experience when speaking to the clinical pharmacist here at the Practice, about an item out of stock and the pharmacist had been able to advise alternative pharmacies, which had been very helpful.

AVS – Commented that our pharmacy team are very good but we can't track down alternative sources every single time as there's just far too much work in that and we do have to advise patients to please go try alternative chemists.

AN – Asked about medications which are not coordinated with each other, and patients are having to order and collect them weekly. Can meds be synchronised with each other?

AVS – Yes patients would need an appointment with the pharmacist who can sort an interim script out and then align the meds where required.

### **5. Open Floor**

VR – Had recently seen a TV programme about a scam involving NHS Emails that are being sent to people with reference to them being removed from their GP surgery and advising them to click a link!

**Further Action – AN to raise this with ICB. To Look at BBC website for more information as we are not aware of this**

GG – Has identified a Health & Safety issue with the bottom of the metal gate sticking out in the pathway in the carpark area. This forces patients to walk in the path of oncoming traffic.

**Further Action – AN has raised this several times with the Landlords and will bring it up again as a risk to patient safety.**

GG – Asked why is there no indication in the lift as to which services are on each floor within the Health Centre. Is it possible to have this?

**Further Action – AN will report this and see if they can put something in the lift.**

GG – Asked about what kind of things are done at the surgery and how do patients know about it?

AN – Advised that we no longer run the Singing Group or Walking Football Team, but we do still have our allotment. This is advertised to patients on the FB page, surgery website, and posters in the waiting area.

MH – Could there be an email sent around like a newsletter for the patients which could highlight information?

AVS – It would be good to highlight things to patients but emailing every patient would not be possible. We could produce paper copies and include the Wellbeing information we spoke about earlier (e.g. what is happening in the local area).

**Further Action – Newsletter to be created (MH expressed an interest if the practice provided the information)**

GG – Mentioned the surgery phone welcome message – it is longwinded and there is a long pause in the middle of the message.

VR Phoned the surgery number during this meeting and we listened to the message as a Group

AN asked the members to email their suggestions for the welcome message, and we will then make changes.

**Further Action – Group to email suggestions. AN and EC to review the message, shorten it and change the order of the messages/queue.**

MH – Suggested that clarification regarding PCN Staff roles would help patients better understand what these staff can help with.

EC – Confirmed this is something we can provide. We did do this on the Facebook pages and spotlighted each job role for the care navigation side of things to help patients understand about care navigation. However, we appreciate that not everyone has access to Facebook.

**Further Action – EC to make some posters for the roles & what can be booked in with them so patients know who is available.**

## 6. Date and time of next meeting

Friday 19<sup>th</sup> September 2025 at 11.30am