

Arthlington Medical Centre



5 Moor Road, Hunslet, Leeds, LS10 2JJ
0113 385 2180



Patient Participation Group (PPG) Meeting Minutes

15th September 2026

Attendees and Opening

Thank you to everyone who attended the meeting.

Refreshments were provided.

Introductions and housekeeping were completed.

The register of attendees was completed.

What Are We Doing Well, What Can We Change or Improve?

- Patients suggested that when nurses call patients for appointments, they come into the reception area and call patients by name rather than calling out from the doorway, as some patients struggle to hear.
- Hand sanitiser should be positioned near the reception check-in screen. It was noted that the check-in machine has recently been moved and sanitiser will be provided nearby.
- When communicating blood test results, reception staff were asked to avoid using the term "abnormal" where possible and instead use more reassuring language, as this can cause unnecessary anxiety for patients.
- Concerns were raised regarding prescriptions, particularly when GPs advise that medication such as antibiotics will be available at the pharmacy but records are not closed promptly. This can result in patients waiting at pharmacies or contacting the practice for updates.
- The group discussed the Pharmacy First service and what patients should expect from it.

New Opening Hours

The group was informed that the practice is now open from 8:00am to 6:30pm, Monday to Friday.

New In-House Physio

The practice now has two physiotherapists available in-house on Mondays and Thursdays.

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Drug and Alcohol Services

The group was informed that Alice attends the surgery on Tuesday afternoons to support patients with drug or alcohol-related concerns. Referral arrangements and appointment booking criteria were explained, and reception staff can book appointments for eligible patients.

BSL and Communication Support

The group was advised that the practice has an up-to-date hearing loop system for patients with hearing difficulties. Sign language interpreters and other interpreters can also be arranged when required.

Diabetes Support

Eunice, one of the practice nurses, delivered an informative presentation on diabetes. She explained the purpose of diabetes blood tests and outlined the support available through the practice, including advice appointments and referrals to the National Diabetes Prevention Programme (NDPP).

Meeting Close

The Chair thanked everyone for attending and for their valuable contributions. Members were informed that another PPG meeting will take place, with the date and time to be confirmed.