

**Patient Participation Group Meeting held at the Stag Medical Centre
Minutes of Meeting Thursday 12th December 2019 at 5.30pm**

Present

Tony Robinson (Chair)
Pippa Harder (Treasurer)
Jean Toner
Frank Rees
AA Zaidi
Heather Hind
Steve South
Len Wilson
Margaret Denis
Christine Pigg
Ralph Yeo

Apologies

Liz Higgins
Jayne Griffiths

Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ESS
Did Not Attend Appointment	DNA

Chair – Tony Robinson

1 Welcome and Introductions

1.1 Apologies noted

2 Group Business

2.1 Approval of minutes of last meeting 14th November 2019

2.2 Matters Arising

3 Other PPG Visits

Tony informed the group that he had attended the Porterbrook Practice PPG meeting in Sheffield and had given an overview of how our PPG has developed and the activities we do. They were particularly interested in the Newsletter and would like to produce something similar in the near future.

We have also been invited to attend the Swallownest Practice PPG meeting in January.

4 Flu Clinic Raffle & Proceed Donations

The Flu Clinics are all completed and Jean & Tony thanked everyone who had supported the Clinics this year. A special thanks to Leger Holidays who provided us with a fantastic prize of a four day trip to France for two people.

The raffle draw was made during the meeting and the prize winners will be informed accordingly.

Some of the proceeds are still to be collected but we expect the final figure to exceed £1200.

The distribution of the funds was agreed by the group.

Carers Cafe £300

Dementia UK £200

The Purple Butterfly Appeal £400

The balance will be assigned to other causes during the year.

Monies raised by: Rotherham Hospice £391.00

Rotherham Cancer Care £132.45

The balance will be assigned to other causes that will benefit our patients during the year.

5 Health Awareness Promotions

A Be Cancer Safe promotion highlighting Cervical Cancer is planned for the 21st December.

6 Patient Feedback

During the Flu Clinics a number of patients commented on the length of time taken to answer telephone calls, others mentioned that the music played when on hold could be better or changed from time to time.

Jean is discussing with the suppliers these issues and as to what can be changed.

7 Cafe Venue

A discussion took place regarding the Cafe venue and if an alternative venue maybe needed due to the popularity of the afternoon.

It was decided that the Cafe will continue to be held at Rose Court and the sub group will inform the PPG if demand increases which may need a venue with more capacity.

8 Practice News

Jean informed the group that Beth Goss-Hill is leaving the practice to take up the position Consultant Admiral Nurse for Yorkshire & The Midlands. The group passed on their congratulations on her well deserved promotion and will be very sorry to see her go. They thanked Beth for the excellent work she has undertaken for the patients and their families.

Christine Booth will be retiring in 2020 and two Advanced Nurse Practitioners Sarah Atkinson and Louise Hollingshead will be leaving to take up positions elsewhere. The group wished them well for the future and thanked them for the excellent work in caring and supporting the patients at the practice.

Jean will keep the group updated on plans to maintain the roles at the practice.

Jean also informed the group that the Sit & Wait Process is to be reviewed as the number of patients requesting in day appointments was increasing and it is getting difficult to deal with the demand

9 AOB

The tribute to Peter Appleby is being designed and should be in place in the near future.

PPG members continue to promote the Rotherham Health App and the benefits of ordering repeat prescriptions and gaining support and advice online.

